# NEC BSG Technical Assistance Centre Service Information Bulletin

## UNIVERGE SV8100
## SMB Communications Server

## Table of Contents

# Introduction

NEC Australia Pty Ltd has released the next generation SMB communications solution in the UNIVERGE SV8100.

Whether your business is small or medium-sized, NEC's UNIVERGE SV8100 Communications Server provides the flexibility to meet all of your communication needs.  This powerful, feature-rich solution is completely scalable and can be expanded for future growth.  The UNIVERGE SV8100 is designed to respond to the changing needs of business today.  Extraordinary flexibility, greater growth capabilities and enhanced system features, make business easier and more effective.

The UNIVEREGE SV8100 gives you a choice: You can deploy traditional telephony, ToIP (Telephony over IP), or a combination, all from one system. The SV8100 provides your customer the freedom to adopt ToIP when and where you need it, so today's technology can be used tomorrow.

This bulletin provides an overview of Release 1 of the UNIVERGE SV8100, including the new range of DT300 and DT700 business class terminals.

## What is included in Release 1?

Platform:
- o 6 Slot 2RU Chassis, up to 4 per stack
- o Choice of 19" Rack, Wall, Floor, or Stand mounting options
- o Internal and External battery backup facilities

Terminals:
- o DT300 Digital Multiline Terminals
- o DT700 SIP Multiline Terminals
- o Standard SIP Terminals
- o IP DECT Terminals
- o SP310 Soft Phone
- o Standard Analogue extensions (LC)
- o Long Line Analogue extensions (OPX)

Trunks:
- o PSTN with Caller ID support (COT)
- o Basic Rate ISDN (BRI)
- o Primary Rate ISDN (PRI)
- o E&M Tie Lines (ODT)
- o SIP Trunks
- o K-CCIS Peer to Peer

Applications:
- o Automated Attendant / VRS
- o VM8000 InMail
- o UM8000 Mail (Unified Messaging)
- o Hotel / Motel
- o Mobile Extension
- o ACD / MIS
- o TAPI Compatibility
- o PCPro - PC Programming
- o WebPro - Browser Programming

# System Capacity

The UNIVERGE SV8100 can be configured for one of three capacities, 64-port, 256-port, or the unlimited 712-port system.

The table below highlights the system capacity of the SV8100 depending how many chassis are installed:

| | 1 Chassis | 2 Chassis | 3 Chassis | 4 Chassis | SYSTEM MAX. |
|---|---|---|---|---|---|
| Universal Slots | 6* | 12* | 18* | 24* | |
| Time Slots | 111 | 222 | 333 | 444 | |
| TDM Ports | 96 | 192 | 288 | 384 | 512 |
| MLT/DLC | 80 | 160 | 240 | 320 | |
| SLT/LC (-24V) | 80 | 176 | 272 | 368 | 512 |
| OPX/DIOP (-48V) | 24 | 48 | 72 | 96 | |
| IP MLT Extensions | 512 | | | | |
| SIP Extensions | 512 | | | | |
| Analogue Trunks | 40 | 88 | 136 | 184 | |
| BRI ISDN Trunks | 40 | 88 | 136 | 184 | 200 |
| PRI ISDN Trunks | 90 | 200 | 200 | 200 | |
| IP Trunks (SIP) | 128 | | | | |
| VoIP Channels | 128 | | | | |
| VM/VRS Channels | 16 | | | | |
| V34 Modem | 1 | | | | |

Comparison with previous systems:

| | IPK Basic | IPK Expanded | IPK II Basic | IPK II Expanded | SV8100 Basic | SV8100 Expanded | SV8100 Unlimited |
|---|---|---|---|---|---|---|---|
| Max. Port Capacity | 48 | 184 | 64 | 456 | 64 | 256 | 712 |
| Universal slots | 24 | 24 | 24 | 24 | 24* | 24* | 24* |
| Outside Lines | 16 | 64 | | 200 | | | 200 |
| IP Handsets | | | 64 max | 256 max | 64 max | 256 max | 512 max |
| Digital Handsets | 32 max | 120 max | | | | | |
| Analogue Handsets | | | | | | | |
| Wireless Handsets | | | | | | | |
| CAR / VE | | | 256 max | 256 max | 256 max | 256 max | 256 max |
| DSS Modules | 4 max | 4 max | 32 max | 32 max | 32 max | 32 max | 32 max |
| Power Fail circuits | 3 | 3 | 3 | 3 | 44 | 44 | 44 |
| In-Mail Ports | N/A | N/A | 4 | 4 | 16 | 16 | 16 |

**Notes:**
- The CD-CP00-AU (CPU) consumes one Universal Slot in the first chassis
- Without a PZ-ME50 installed supports one chassis only with a maximum of 64 ports.
- Expanded or Unlimited requires the PZ-ME50 and appropriate licensing.
- PFT requires use of the 4COT blade and provides 2 connections per blade.

# Feature Comparison

The following table provides a cross-reference between the IPK II and SV8100 features. Further information can be found within the SV8100 Features & Specifications Manual.

S = Supported
X = Not Supported
E = Enhanced

| IPK II Feature Name | IPK II V1000 | IPK II V2000 | IPK II V2500 | SV8100 R1 | SV8100 Comments |
|---|---|---|---|---|---|
| Account Code – Forced/Verified/Unverified | S | S | S | S | |
| Account Code Entry | S | S | S | S | |
| Alarm | S | S | S | S | |
| Alarm Reports | X | E | S | S | |
| Alphanumeric Display | S | S | S | S | Backlit Display and Keypad |
| Analogue Communications Interface (ACI) | S | S | S | S | |
| Ancillary Device Connection | S | S | S | S | |
| Answer Hold | S | S | S | S | |
| Answer Key | S | S | S | S | |
| Attendant Call Queuing | S | S | S | S | |
| Automatic Call Distribution (ACD) | S | E | S | S | Able to download config data from CPU and to create reports in CSV format |
| Automatic Release | S | S | S | S | |
| Automatic Route Selection | S | S | S | S | Supports routing of digit "∗" through ARS |
| Background Music | S | S | S | S | |
| Barge In | S | S | S | S | |
| Battery Backup – System Memory | S | S | S | S | |
| Battery Backup – System Power | S | S | S | S | |
| Call Appearance (CAP) Keys | S | S | S | S | |
| Call Arrival (CAR) Keys | S | S | S | S | |
| Call Duration Timer | S | S | S | S | |
| Call Forwarding | S | E | S | S | |
| Call Forwarding - Centrex | X | E | E | S | |
| Call Forwarding - DND Override | S | S | S | S | |
| Call Forwarding - Park and Page | S | S | S | S | Supported by InMail and UM8000 |
| Call Forwarding - Follow Me | S | S | S | S | |
| Call Forwarding - Off-Premise | S | S | S | S | |
| Call Monitoring | S | E | S | S | |
| Call Waiting/Camp On | S | S | S | S | |
| Callback | S | S | S | S | |
| Caller ID | S | S | E | S | Added "Flexible Ringing by Caller ID" |

| | | | | | |
|---|---|---|---|---|---|
| Caller ID Call Return | S | S | S | S | |
| Central Office Calls, Answering | S | S | S | S | |
| Central Office Calls, Placing | S | S | S | S | |
| Class of Service | S | E | S | S | |
| Clock/Calendar Display | S | S | E | S | |
| Code Restriction | S | S | S | S | |
| Code Restriction Override | S | S | S | S | |
| Code Restriction, Dial Block | S | S | S | S | |
| Computer Telephony Integration (CTI) Applications | S | S | S | S | |
| Conference | S | S | S | S | Added the ability for "Silent Monitor" on a Conference |
| Conference Bridge | S | S | S | X | Planned for Release 2 |
| Conference, Voice Call/Privacy Release | S | S | S | S | |
| Continued Dialling | S | S | S | S | |
| Cordless Telephone Connection | S | S | S | S | |
| Data Line Security | S | S | S | S | |
| Delayed Ringing | S | S | S | S | |
| Department Calling | S | S | S | S | |
| Department Step Calling | S | S | S | S | |
| Desktop Applications (SP310 Soft Phone, PC Attendant, PC Assistant) | S | E | E | S | |
| Dialling Number Preview | S | S | S | S | |
| Dial Pad Confirmation Tone | S | S | S | S | |
| Dial Tone Detection | S | S | S | S | |
| Digital Voice Mail | S | S | S | S | |
| Direct Inward Dialling (DID) | S | E | S | S | |
| Direct Inward Line (DIL) | S | S | S | S | |
| Direct Inward System Access (DISA) | S | S | S | S | |
| Direct Station Selection (DSS) Console | S | E | S | S | |
| Directed Call Pickup | S | S | S | S | |
| Directory Dialling | S | E | S | S | |
| Distinctive Ringing, Tones and Flash Patterns | S | E | S | S | |
| Do Not Disturb | S | E | S | S | |
| Door Phone | S | S | S | S | |
| Drop Key | S | S | S | S | |
| Dterm Series E Multiline Terminals | S | S | S | X | DTU/DTP models not supported |
| Dterm Series i Multiline Terminals | S | S | S | S | |
| Dterm Series U Multiline Terminals | S | S | S | S | |
| Facsimile CO Branch Connection | S | S | S | S | |
| Flash | S | S | S | S | |
| Flexible System Numbering | S | S | S | S | |
| Flexible Timeouts | S | S | S | S | |
| Forced Trunk Disconnect | S | S | S | S | |

| Feature | | | | | Notes |
|---|---|---|---|---|---|
| Group Call Pickup | S | S | S | S | |
| Group Listen | S | S | S | S | |
| Handset Mute | S | S | S | S | |
| Handsfree and Monitor | S | S | S | S | |
| Handsfree Answerback/Forced Intercom Ringing | S | S | S | S | |
| Headset Operation | S | S | S | S | DT300/DT700 telephones support Headset Ring |
| Hold | S | S | S | S | |
| Hotel/Motel | S | E | S | S | |
| Hot Keypad | X | E | S | S | |
| Hotline | S | S | S | S | |
| Howler Tone Service | S | S | S | S | |
| In-Mail | X | S | S | S | |
| Intercom | S | S | S | S | |
| IP MLT (ITH = MEGACO) | S | E | E | X | |
| IP MLT (ITL = i-SIP) | X | X | X | S | |
| IP SLT (Standard SIP) | X | E | E | S | |
| IP Trunk (SIP) | X | E | S | S | |
| ISDN Compatibility | S | S | S | S | |
| ISDN Malicious Call Trace (MCT) | S | E | S | S | |
| ISDN Supplementary Services | S | S | S | S | |
| K-CCIS over IP | S | E | E | S | |
| Last Number Redial | S | S | S | S | |
| Licensing | S | E | S | S | All feature and application licensing is via the CP00 |
| Line Preference | S | S | S | S | |
| Long Conversation Cutoff | S | S | S | S | |
| Maintenance | X | S | S | S | |
| Meet Me Conference | S | S | S | S | |
| Meet Me Paging | S | S | S | S | |
| Meet Me Paging Transfer | S | S | S | S | |
| Memo Dial | S | S | S | S | |
| Message Waiting | S | E | S | S | |
| Microphone Cutoff (Mute) | S | S | S | S | |
| Migration Upgrade | S | S | S | X | |
| Mobile Extension | X | X | X | S | |
| Multiple Trunk Types | S | S | S | S | |
| Music on Hold | S | S | S | S | |
| Name Storing | S | E | S | S | |
| Night Service | S | S | S | S | |
| Off Hook Signalling | S | S | S | S | |
| One-Digit Dial Option (ACD) | X | E | S | S | |
| One-Touch Calling | S | S | S | S | |
| Operator | S | E | S | S | |
| Off-Premise Extension (OPX) | S | S | S | S | |
| Paging, External | S | S | S | S | |
| Paging, Internal | S | S | S | S | |

| Feature | | | | | Notes |
|---|---|---|---|---|---|
| Park | S | E | S | S | |
| PBX Compatibility | S | S | S | S | |
| PC Assistant | S | E | S | S | |
| PC Attendant | S | E | S | S | |
| PC Programming | S | E | E | S | |
| Power Failure Transfer | S | S | S | S | |
| Prime Line Selection | S | S | S | S | |
| Private Line | S | S | S | S | |
| Programmable Function Keys | S | E | S | S | |
| Programming from Multiline Terminal | S | S | S | S | |
| Pulse to Tone Conversion | S | S | S | S | |
| Quick Transfer to Voice Mail | S | E | S | S | |
| Redial Key | S | S | S | S | |
| Remote System Upgrade | S | S | S | S | |
| Repeat Redial | S | S | S | S | |
| Resident System Program | S | S | S | S | |
| Reverse Voice Over | S | S | S | S | |
| Ring Groups | S | E | S | S | |
| Save Number Dialled | S | S | S | S | |
| Secondary Incoming Extension | S | S | S | S | |
| Secretary Call (Buzzer) | S | S | S | S | |
| Secretary Call Pickup | S | S | S | S | |
| Selectable Display Messaging | S | S | S | S | |
| Selectable Ring Tones | S | S | S | S | |
| Serial Call | S | S | S | S | |
| Single Line Telephones (SLT) | S | S | S | S | |
| SLT Adapter | S | S | S | X | SLT Adaptor discontinued, in favour of CD-LTA |
| SNMP (Simple Network Management Protocol) | X | E | E | X | Not available at R1 |
| Softkeys | S | S | S | S | |
| Speed Dial – System/Group/Station | S | S | S | S | |
| Station Hunt | S | S | S | S | |
| Station Message Detail Recording | S | S | S | S | |
| Station Name Assignment | S | S | S | S | |
| Station Relocation | S | S | S | S | |
| Synchronous Ringing | S | S | S | S | |
| Tandem Ringing | S | S | S | S | |
| Tandem Trunking (Unsupervised Conference) | S | S | S | S | |
| TAPI Compatibility | S | E | S | S | Supports 1st & 3rd Party TAPI & ADA for Voice Path |
| Tone Override | S | S | S | S | |
| Traffic Reports | S | S | S | S | PCPro provides Traffic Reports |
| Transfer | S | E | S | S | |
| Trunk Group Routing | S | S | S | S | |
| Trunk Groups | S | S | S | S | |

| | | | | | |
|---|---|---|---|---|---|
| Trunk Queuing/Camp On | S | S | S | S | |
| Unified Messaging | S | S | S | S | |
| Uniform Call Distribution (UCD) | S | S | S | S | |
| Uniform Numbering Network | S | S | S | S | |
| Universal Slots | S | E | S | S | |
| User Programming Ability | S | S | S | S | WebPro provides User Programming Ability |
| Virtual Extensions | S | E | S | S | |
| Voice Mail Integration (Analogue) | S | E | E | S | |
| Voice Mail Message Indication on Line Keys | S | S | S | S | |
| Voice Over | S | S | S | S | |
| Voice Over Internet Protocol (VoIP) | S | S | S | S | |
| Voice Response System (VRS) | S | S | S | S | VRS & In-Mail are combined |
| Volume Controls | S | S | S | S | |
| Warning Tone – Long Conversation | S | S | S | S | |
| Wireless – DECT (BSU) | S | S | S | X | |
| Wireless – DECT (SIP) | X | X | X | S | |

# Software Versions

| Package | Application | Version | Files |
|---|---|---|---|
| CD-CP00-AU | Main Software | 1.00 | |
| CPU DSP | Firmware | 7920 | |
| PZ-VM21 | Firmware | 8320 | |
| PZ-BS10/BS11 | Firmware | 7915 | |
| CD/PZ-8/16DLC | Firmware | 2.2 | 122211 |
| CD/PZ-4/8LC | Firmware | 2.5 | 202511 |
| CD/PZ-4/8COT | Firmware | 2.3 | 302311 |
| CD-4DIOP | Firmware | 2.2 | 402211 |
| CD-4ODT | Firmware | 2.1 | 502111 |
| CD/PZ-4BRI | Firmware | 2.3 | 602313 602323 602333 |
| CD-PRT | Firmware | 2.4 | 702413 702423 702433 |
| CD-LTA | Firmware | 2.3 | 1B2313 1B2323 1B2333 |
| PCPro | PC Application | 1.00.00 | |
| 3rd Party TAPI Driver | PC Driver | 1.0.1 | |
| 1st Party TAPI Driver | PC Driver | 1.0.1 | |
| ACD-MIS | PC Application | 1.00 RC2 | |
| SP310 Soft Phone | PC Application | | |
| SmartPhone | PC Application | | |
| DT300 Digital Terminals | Firmware | 1.35 | |
| DT700 IP Terminals | Firmware | 1.3.0.0 | |

**CD-CP00-AU Main Software**

A single version of main software will be provided for the SV8100 CD-CP00-AU (CPU). Capacity, features and functionality provided by this software will be configured via activation codes (licenses).

To increase capacity beyond a single chassis or 64 ports, the PZ-ME50-AU Memory Module and licensing is required.  When this is installed, the CPU will run "mainex.bin" off the PZ-ME50, rather than "main.bin" off the CP00. Both are provided within each software package.

Software can be installed onto the CPU using one of the following methods:
- Direct via USB Memory Stick
- Remote via Dialup Modem (PZ-VM21 required)
- Remote via LAN (license may be required)

## Documentation

| Title | Document No. |
|---|---|
| SV8100 General Description Manual | 10557 |
| SV8100 Features & Specifications Manual | 10534 |
| SV8100 Hardware Manual | 10536 |
| SV8100 Programming Manual | 10533 |
| SV8100 System Maintenance Manual | 10555 |
| SV8100 Hotel Motel Services Manual | 10568 |
| SV8100 Desktop Applications  Manual | 10561 |
| SV8100 ACD Installation Manual | 10597 |
| SV8100 ACD Supervisor Manual | 10600 |
| SV8100 PC Programming Manual | 10556 |
| SV8100 Networking Manual | 10601 |
| SMB8000 PoE Gigabit Switch Manual | 10595 |
| VM8000 InMail System Guide | 10574 |
| VM8000 InMail User Guide | 10573 |
| VM8000 InMail QRG for Admin | 10577 |
| UM8000 Mail Installation Manual | 10569 |
| UM8000 Mail User Guide | 10572 |
| SIP DECT Solutions Administration Guide | 10565 |
| SIP DECT Solutions Technician Guide | 10566 |
| DT300/DT700 User Guide | 10596 |
| DT700 Resource Manual | 10594 |
| DT750 Users Guide | 9783 |
| UNIVERGE SV8100 Attendant User Guide | 9882 |
| UNIVERGE SV8100 Single Line Telephone User Guide | 10602 |

# Customer CD

The UNIVERGE SV8100 Customer CD is supplied with each SV8100 system.

Stock Number: 4421018

- Manuals
    - IPK II Features & Specifications Manual
    - IPK II General Description Manual
- User Guides
    - DT300/DT700 User Guide
    - DT750 Users Guide
    - SV8100 Attendant User Guide
    - SV8100 Single Line Telephone User Guide
    - UM8000 Mail User Guide
    - VM8000 InMail User Guide
    - VM8000 InMail Quick Reference Guide for Administrators
- Brochures

# Application CD

The UNIVERGE SV8100 Application CD is supplied to order.

Stock Number: 4421015

- SV8100 Desktop Suite
    - SP310 Soft Phone
- UM8000 ViewApps
    - View Mail
    - View Mail for Microsoft Messaging
    - View Fax
    - View Mail for Groupwise
    - View Mail for Lotus Notes
    - ViewCall Plus
- ACD MIS
    - ACD Agent Client
    - ACD MIS Admin
    - ACD MIS Monitor
    - ACD MIS Reports
    - ACD MIS Server
    - dotnetfx
- ACD Agent Client
- PCPRO
- IP DECT DAP Manager

# Licensing

**Licensing Server:**

❖ This secure, web based tool has many benefits over the previous licensing mechanisms. These include:-
  – Fast turnaround time in receiving licenses,
  – Greater control of distribution of these licenses,
  – Tools for you to manage your customer data,
  – Easy re-issue of lost or misplaced codes.
❖ The system requires an email address. (A new email address specific to this purpose will assist in easier licensing administration for you.)
❖ The system relies on 3 main items.
  – An email address for licensing purposes,
  – A Hardware Key Code also known as HKC or Key (found on a CPU),
  – A customer and location of where the system will reside.

**Hardware Key Code:**

❖ HKC or Key also known as Hardware Key Code, can be found in the following places for the SV8100:
  – On the side of a CD-CP00 packing box,
  – On the CD-CP00 PCB,
  – Or by dialling Feature 3 on a handset and reading from the display.
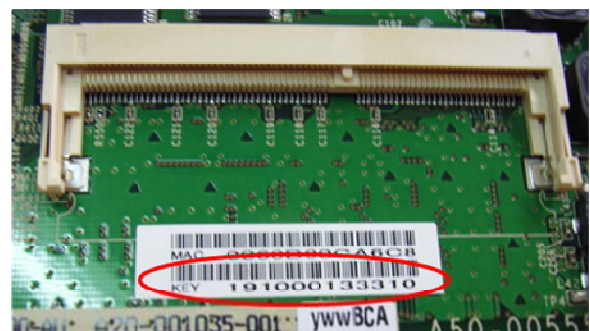


**Accessing the Licensing Server:**

❖ You can access the Licensing Server via the following Link:
  – http://www.nec.com.au/lic or by clicking on the link in any email from the License Server.
  – Where you do not have access to the Licensing Server, please contact your account manager.
  – Please note: You will need your NEC Customer Number for this registration. There will be only one login account created per Dealer location.

**License Logins:**

❖ The local Licensing Administrator gets complete access to the functionality available for that dealership. This is done via a portal similar to the one in the below diagram.
❖ Each dealer will be required to communicate any required changes to their login (such as a new password) through their account manager.
❖ Technicians will not be given individual logins to the License Server at this time. Order entry staff will be providing their licenses to their own technical staff.

**Dealer Portal:**

- ❖ Each Dealer gets a secure login.
- ❖ Dealers can view the history of all their prior activations and systems.
- ❖ Dealers can create customers and their locations.
- ❖ Customer information storage abilities allow for better historical records and sales / marketing initiatives.
- ❖ Administrators can attach / detach licenses to customers and then register these against their Hardware Key Codes.

**Demo License:**

- ❖ Demonstration licenses allow you to use all the system features for a fixed period of time.
- ❖ Demo license is available for every customer location but has a maximum use limit, depending on the system.
- ❖ There is a limit for the number of times you can get free licenses – these vary per product.
- ❖ The license server will keep count of the number demo license available and displays this information.

**Hardware Replacement:**

Please Note: Contact NEC customer service in advance to obtain a replacement code, prior to accessing the Replacement section.

- ❖ In the unlikely event that you will need to replace the CPU of a NEC System, you can move the licenses that existed on the old system to the new one.
- ❖ The Hardware Replacement function can be accessed by clicking on the Replacement Link from the drop down list under License Administration.
- ❖ The replacement code must be provide before you can validate the old Hardware Key Code.
- ❖ Once completed you may enter the new "Hardware Key Code" that you wish to transfer the licenses to.
- ❖ Click on the Replace Hardware button.
- ❖ At this point, you can download the new license file for the customer that pertains to the new Hardware Key Code.

**Process Summary:**

- ❖ Order License part numbers from NEC Customer Service as per normal.
- ❖ Login to the NEC Licensing Server and access Licensing
  - – If you don't have a login, please contact your NEC account manager for access.
- ❖ Create your Customers and locations
- ❖ Assign Licenses and activate these for your customer locations.
- ❖ Provide license/s to technical staff for system installation.

**Flexible Methods for SV8100 Licensing:**

- **Automated 24/7 License Download**



The License file is sent from the License Server to the SV8100 using PCPro/WebPro

- **PC PRO Method**



The License file was stored on the PC and is sent to the SV8100 using PCPro/WebPro .

- **Manual Method**



The License file is stored on a USB drive and is sent to the SV8100 using Telephone Programming.

-OR-

The License file was printed and the Software Key Code is manually entered to the SV8100 using Telephone Programming.
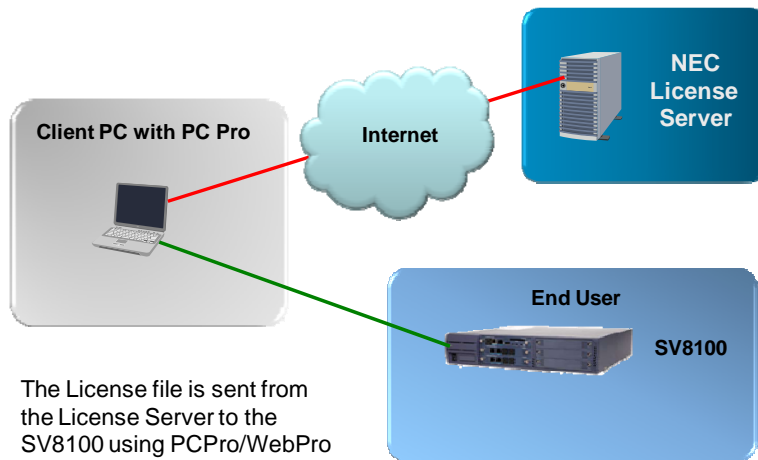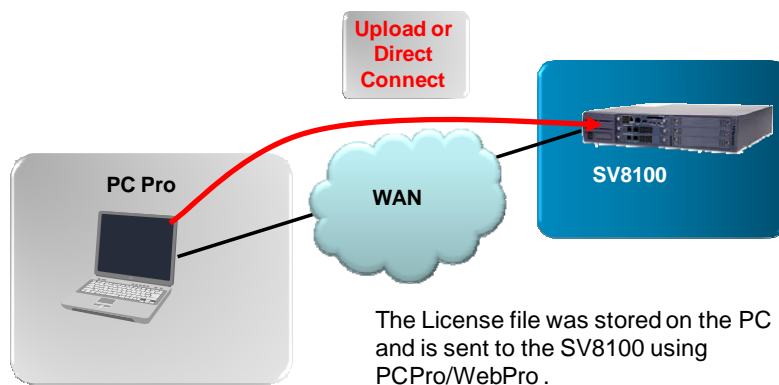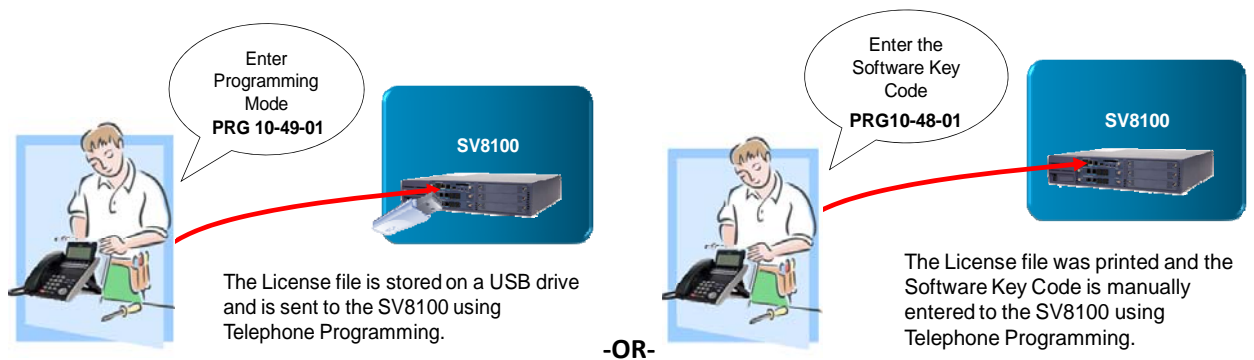
## System Licenses

**System Ports:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426000 | LK-SYS-256 PORT-LIC | System Port License - 65 to 256 Port License supports flexible port configuration with a maximum of 256 system ports. Requires PZ-ME50-US Daughter Board. |
| 4426001 | LK-SYS-UNLIM PORT-LIC | System Port License - 257 to 712 Port License supports flexible port configuration with a maximum of 712 system ports. Requires PZ-ME50-US Daughter Board. |

**System Features:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426035 | LK-SYS-SMDR-LIC | SMDR License - Enables system SMDR Feature. |
| 4426084 | LK-SYS-HM-LIC | Hotel/Motel License - Enables Hotel/Motel system features. |
|  | LK-SYS-1ST-CTI 1-LIC | 1st Party CTU (Ethernet) 1 Client License |
| 4426037 | LK-SYS-3RD-CTI 10-LIC | 3rd Party CTI 10 Clients |
| 4426038 | LK-SYS-3RD-CTI 20-LIC | 3rd Party CTI 20 Clients |
| 4426039 | LK-SYS-3RD-CTI 50-LIC | 3rd Party CTI 50 Clients |

**IP Trunks:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426002 | LK-SYS-IP-TRUNK1-LIC | 1 SIP Trunk License. |
| 4426003 | LK-SYS-IP-TRUNK4-LIC | 4 SIP Trunk Licenses. |
| 4426004 | LK-SYS-IP-TRUNK8-LIC | 8 SIP Trunk Licenses. |
| 4426005 | LK-SYS-IP-TRUNK16-LIC | 16 SIP Trunk Licenses. |

**IP Extensions:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426006 | LK-SYS-IP-TERMINAL-1-LIC | 1 NEC SIP Client license - Support NEC MLT SIP (DT700) Terminal and/or NEC Softphone (SP310). |
| 4426007 | LK-SYS-IP-TERMINAL-4-LIC | 4 NEC SIP Client license - Support NEC MLT SIP (DT700) Terminal and/or NEC Softphone (SP310). |
| 4426008 | LK-SYS-IP-TERMINAL-8-LIC | 8 NEC SIP Client license - Support NEC MLT SIP (DT700) Terminal and/or NEC Softphone (SP310). |
| 4426009 | LK-SYS-IP-TERMINAL-16-LIC | 16 NEC SIP Client license - Support NEC MLT SIP (DT700) Terminal and/or NEC Softphone (SP310). |
| 4426010 | LK-SYS-IP-TERMINAL-32-LIC | 32 NEC SIP Client license - Support NEC MLT SIP (DT700) Terminal and/or NEC Softphone (SP310). |

**VRS/AA:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426016 | LKS-VM-VRS2-LIC | 2 Port License VRS - supports general message, personal greeting, Automated Attendant, ACD messages. |
| 4426017 | LKS-VM-VRS4-LIC | 4 Port License VRS - supports general message, personal greeting, Automated Attendant, ACD messages. |
| 4426018 | LKS-VM-VRS8-LIC | 8 Port License VRS - supports general message, personal greeting, Automated Attendant, ACD messages. |
| 4426019 | LKS-VM-VRS16-LIC | 16 Port License VRS - supports general message, personal greeting, Automated Attendant, ACD messages. |

**VM8000 InMail:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426020 | LKS-VM-INMAIL2-LIC | InMail 2 Port license -Approximate 32 Hours of storage and requires VM8000 InMail CF 512M (4422043). |
| 4426021 | LKS-VM-INMAIL4-LIC | InMail 4 Port license - Approximate 32 Hours of storage and requires VM8000 InMail CF 512M (4422043). |
| 4426022 | LKS-VM-INMAIL8-LIC | InMail 8 Port license - Approximate 32 Hours of storage and requires VM8000 InMail CF 512M (4422043). |
| 4426023 | LKS-VM-LANGUAGE-LIC | 1 Language activation License - Supports a maximum of 20 Languages. |

**UM8000 Mail:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426024 | LKS-UMS-PORT 2 LITE-LIC | 2 UMS Lite port License - The Lite port license does not support Text-to-speech or Networking. |
| 4426025 | LKS-UMS-PORT 4 LITE-LIC | 4 UMS Lite port License - The Lite port license does not support Text-to-speech or Networking. |
| 4426026 | LKS-UMS-PORT 8 LITE-LIC | 8 UMS Lite port License - The Lite port license does not support Text-to-speech or Networking. |
| 4426071 | LKS-UMS-2-4PtoLITE-LIC | UM8000 LITE 2 to 4 Port Upgrade |
| 4426085 | LKS-UMS-PORT 4 UPG-LIC | UM8000 LITE 4 Port Upgrade |
| 4426073 | LKS-UMS-LItoUM8000-LIC | UM8000 LITE to UM8000 Upgrade |
| 4426068 | LKS-UMS-PORT 4-LIC | 4 UMS port License - Supports Text-to-speech or Networking. |
| 4426069 | LKS-UMS-PORT 8-LIC | 8 UMS port License - Supports Text-to-speech or Networking. |
| 4426070 | LKS-UMS-PORT 16-LIC | 16 UMS port License - Supports Text-to-speech or Networking. |
| 4426072 | LKS-UMS-PORT 4 UPG-LIC | UM8000 4 Port Upgrade |
| 4426082 | LKS-UMS-FAX-LIC | UM8000 and UM8000 LITE 1 Fax Port Upgrade |
| 4426078 | LKS-UMS-LANGUAGE-LIC | 1 Language activation License - Supports a maximum of 24 Languages. |
| 4426081 | LKS-UMS-AMIS-PLUS-LIC | AMIS/PlusNet Networking License |
| 4426080 | LKS-UMS-HOTEL-PMS-LIC | Hospitality and PMS activation license |
| 4426079 | LKS-UMS-HOTEL-LANGUAGE-LIC | 1 Hospitality Language activation license |

| Stock No. | License Code | Description |
|---|---|---|
| 4426024 | LKS-UMS-CLIENT 1-LIC | 1 Client View App Session - Supports client View Mail, View Call Plus, VMM (Outlook), VML (Lotus Notes), VMG (GroupWise) and Web Mailbox Manager. |
| 4426040 | LKS-UMS-CLIENT 4-LIC | 4 Client View App Session - Supports client View Mail, View Call Plus, VMM (Outlook), VML (Lotus Notes), VMG (GroupWise) and Web Mailbox Manager. |
| 4426041 | LKS-UMS-CLIENT 8-LIC | 8 Client View App Session - Supports client View Mail, View Call Plus, VMM (Outlook), VML (Lotus Notes), VMG (GroupWise) and Web Mailbox Manager. |
| 4426042 | LKS-UMS-CLIENT 16-LIC | 16 Client View App Session - Supports client View Mail, View Call Plus, VMM (Outlook), VML (Lotus Notes), VMG (GroupWise) and Web Mailbox Manager. |
| 4426043 | LKS-UMS-CLIENT 32-LIC | 32 Client View App Session - Supports client View Mail, View Call Plus, VMM (Outlook), VML (Lotus Notes), VMG (GroupWise) and Web Mailbox Manager. |

**InACD:**

| Stock No. | License Code | Description |
|---|---|---|
| 4426028 | LK-SYS-ACD-LIC | Activation key supporting InACD – Provides 64 ACD Groups, 256 ACD agents and 12 Supervisors (1 per Group and 1 System Supervisor). |
| 4426030 | LKS-ACDMIS-BASIC-LIC | ACD MIS Basic License – Provides 1 Monitor License and 3 Agent Client Licenses. |
| 4426032 | LKS-ACDMIS-ADDMON-LIC | ACD MIS additional Monitor Report License - allows up to 4 additional Monitor License to InACD. One is included with the ACD MIS with Max 5 Monitor Licenses per system. |
| 4426033 | LKS-ACDMIS-AGENT-LIC | ACD MIS Agent Client License - Three agent client licenses are included. A maximum of 512 additional licenses can be added in increments of five. The Agent Client main window combines real-time data display with Agent control panel. |
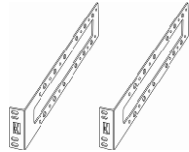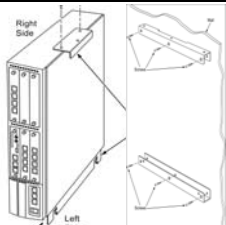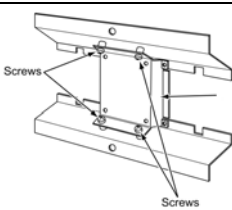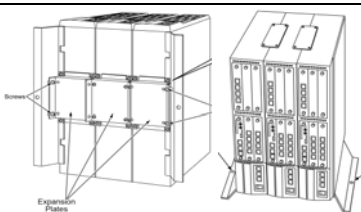
**SoftPhone:**

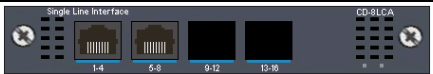| Stock No. | License Code | Description |
|---|---|---|
| 4426011 | LKS-DESKTOP SUITE -SOFTPHONE 1-LIC | 1 Desktop Suite - Soft Phone (SP310) Client License. Note: The NEC SoftPhone SP310 requires a NEC SIP Client License. |
| 4426012 | LKS-DESKTOP SUITE -SOFTPHONE 4-LIC | 4 Desktop Suite - Soft Phone (SP310) Client License. Note: The NEC SoftPhone SP310 requires a NEC SIP Client License. |
| 4426013 | LKS-DESKTOP SUITE -SOFTPHONE 16-LIC | 16 Desktop Suite - Soft Phone (SP310) Client License. Note: The NEC SoftPhone SP310 requires a NEC SIP Client License. |
| 4426014 | LKS-DESKTOP SUITE -SOFTPHONE 32-LIC | 32 Desktop Suite - Soft Phone (SP310) Client License. Note: The NEC SoftPhone SP310 requires a NEC SIP Client License. |
| 4426015 | LKS-DESKTOP SUITE -SOFTPHONE 64-LIC | 64 Desktop Suite - Soft Phone (SP310) Client License. Note: The NEC SoftPhone SP310 requires a NEC SIP Client License. |

# System Hardware

**Chassis & Mounting Hardware:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 8503017 | SV8100 Basic Package Kit | SV8100 Basic Package includes:<br>- CHS2U-AU Chassis<br>- CD-CP00-AU (Main Processor)<br>- CD-8DLCA | |
| 4422000 | CHS2U-AU | 6 Blade 2RU Chassis, inc PSU & AC cable | |
| 4422001 | CHS2U RACK MOUNT KIT | 19" Rack Mount bracket, one per chassis | |
| 4422002 | CHS BASE UNIT FLOOR MOUNT SET | Floor mount base unit, one per system | |
| 4422005 | CHS2U JOINT BRACKET KIT | Floor mount inter chassis bracket, one per additional Chassis | |
| 4422003 | CHS1U/2U WALL MOUNT KIT | Wall Mount bracket, one per chassis | |
| 4421000 | CHS2U STAND KIT (K) | Side stand mount kit for single Chassis | |
| 4422004 | CHS2U STAND KIT (EXT) | Side Stand inter chassis bracket, one per additional Chassis | |

## Blades and Options

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 4421004 | CD-CP00-AU | SV8100 CPU providing the following functionality:<br>• External Paging Output<br>• Internal MOH tone<br>• External MOH/BGM Input<br>• External Music Control<br>• USB Interface<br>• Ethernet Interface<br>• PZ-VM21 Interface<br>• PZ-ME50 Interface<br>• PZ-32/64/128IPLA Interface | |
| 4421005 | PZ-ME50-AU | Provides additional memory for system expansion | |
| 4421007 | PZ-32IPLA | Provides the voice (RTP/RTCP) processing function for 32 concurrent VoIP calls | |
| 4422012 | PZ-64IPLA | Provides the voice (RTP/RTCP) processing function for 64 concurrent VoIP calls | |
| 4422013 | PZ-128IPLA | Provides the voice (RTP/RTCP) processing function for 128 concurrent VoIP calls | |
| 4422011 | PZ-VM21 | Provides Internal V34 Modem, InMail VM and VRS | |
| 4422014 | PZ-BS10 | Expansion Bus Interface (CHS2U #1) | |
| 4422015 | PZ-BS11 | Expansion Bus Interface (CHS2U #2,3,4) | |
| 4421008 | CD-8LTA | 8 Digital / 2 Single Line / Option | |
| 4422016 | CD-8DLCA | Digital Station Interface | |
| 4422017 | PZ-8DLCB | Expansion Digital Station Interface | |
| 4422018 | CD-16DLCA | Digital Station Interface | |
| 4422019 | CD-4LCA | Single Line Interface | |
| 4422020 | PZ-4LCA | Expansion Single Line Interface | |

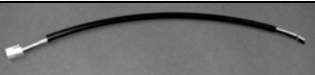| Stock No. | Product Name | Description | Picture |
|---|---|---|---|
| 4422021 | CD-8LCA | Single Line Interface | |
| 4422023 | CD-4COTA | CO Trunk Loop Start | |
| 4422024 | PZ-4COTG | Expansion CO Trunk Interface | |
| 4422025 | CD-2BRIA | Basic Rate Interface | |
| 4422026 | PZ-2BRIA | Expansion Basic Rate Interface | |
| 4422027 | CD-PRTA | Primary Rate Interface | |
| 4422029 | CD-4DIOPA | DID/OPX (DID not supported) | |
| 4422030 | CD-4ODTA | E&M Tie Line | |
| 4422032 | CD-ETIA | Gigabit Switch Unit (Master/Slave) | |
| 4422034 | CD-VM00 | Voice Mail / App Server | |
| 8502831 | PGD(2)-U13 ADP | Provides external paging zones , music source inputs, door phone and door lock relay. | |
| 800188 | DP-D-1D | Door Phone Unit. | |
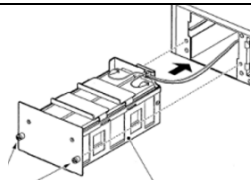
**Media:**

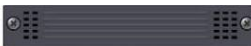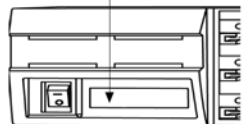| Stock No. | Product Name | Description | Picture |
|---|---|---|---|
| 4422043 | AKS InMail-512M-APP CF | Compact Flash media 512MB for VRS and VM8000 InMail, providing 32 hours of Available Recording Time | |
| 4422048 | AKS UM-2G APP CF | Compact Flash Media 2GB for UM8000 Mail, providing 125 hours of Available Recording Time | |
| 4422051 | AKS UM-8G APP CF | Compact Flash Media 8GB for UM8000 Mail, providing 550 hours of Available Recording Time | |
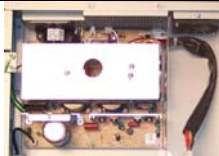
**Battery Backup:**

| Stock No. | Product Name | Description | Picture |
|---|---|---|---|
| 4422010 | CHS2U BATT MTG KIT | | |
| 4422038 | CHS2U BATT CA INT | | |
| 4422049 | 2.3AH-12V BATT CHS2U Internal Backup Battery | 2 required per CHS2U chassis. | |
| 4421001 | CHS LARGE BATT BOX | | |
| 4422039 | CHS BATT CA-EXT-A | Required when using a third party external battery solution | |
| 4391831 | 7AH-12V BATT Battery for CHS LARGE BATT BOX | 6 required per CHS LARGE BATT BOX. | |

**Spare Parts:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 4422006 | CHS2U BLANK SLOT COVER KIT | Blank Slot Cover | |
| 4420020 | CHS BLANK SLOT COVER KIT (BUS) | Blank Slot Cover for BS10/BS11 | |
| 4422007 | CHS2U FAN BOX SET | Fan unit for CHS2U chassis | |
| 4422037 | AC CORD (AU) | Australian mains power cable 2m | |
| 4422008 | MPS7101 | Power Supply Unit for CHS2U chassis | |

# Terminal Hardware

**DT300 Digital Multiline Terminals:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 4424009 | DTL-2E-1A(BK)TEL | 2-Button without LCD Black | |
| 4424010 | DTL-6DE-1A(BK)TEL | 6-Button with LCD Black | |
| 4424012 | DTL-24D-1A(BK)TEL | 24-Button with LCD Black | |

**DT700 IP Multiline Terminals:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 4424000 | ITL-2E-1A(BK)TEL | DT700 2-Button without LCD Black | |
| 4424001 | ITL-6DE-1A(BK)TEL | DT700 6-Button with LCD Black | |
| 4424003 | ITL-24D-1A(BK)TEL | DT700 24-Button with LCD Black | |
| 4424008 | ITL-320C-1A(BK)TEL | DT700 Sophisticated (with Colour Touch-Sensitive 320x240 pixel LCD) | |

**Consoles:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| **4424022** | DCL-60-1 (BK) CONSOLE | 60 Button DSS/BLF Console - Includes AC/DC Adapter |  |
| **4424023** | 8LK-L (BK) UNIT | 8 button unit for DTL-24D-1(WH/BK) |  |

**Adaptors:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 4424017 | APR-LA UNIT | Analogue Port Adaptor (with Ringer) | |
| 4424018 | ADA-LA UNIT | Analogue Device Adaptor (Voice Recording Interface) | |
| 4424033 | WM-LA UNIT | Wall Mount Unit | |
| 4424035 | ILPA-RA UNIT | In-Line Power Adaptor | |

**Panels:**

| | | | |
|---|---|---|---|
| 4424036 | PANEL(Red-Base)-L UNIT | Red Side Panel - Base | |
| 4424037 | PANEL(Red-VLCD)-L UNIT | Red Side Panel - LCD (DT330, DT730) | |
| 4424038 | PANEL(Red-SLCD)-L UNIT | Red Side Panel - LCD (DT750) | |
| 4424039 | PANEL(Blue-Base)-L UNIT | Blue Side Panel - Base | |
| 4424040 | PANEL(Blue-VLCD)-L UNIT | Blue Side Panel - LCD (DT330, DT730) | |
| 4424041 | PANEL(Blue-SLCD)-L UNIT | Blue Side Panel - LCD (DT750) | |
| 4424042 | PANEL(Silver-Base)-L UNIT | Silver Side Panel - Base | |
| 4424043 | PANEL(Silver-VLCD)-L UNIT | Silver Side Panel - LCD (DT330, DT730) | |
| 4424044 | PANEL(Silver-SLCD)-L UNIT | Silver Side Panel - LCD (DT750) | |
| 4424045 | PANEL(Wood-Base)-L UNIT | Wood Side Panel - Base | |
| 4424046 | PANEL(Wood-VLCD)-L UNIT | Wood Side Panel - LCD (DT330, DT730) | |
| 4424047 | PANEL(Wood-SLCD)-L UNIT | Wood Side Panel - LCD (DT750) | |
| 4424049 | PANEL(Clear-Base)-L UNIT | Clear Side Panel - Base | |
| 4424050 | PANEL(Clear-VLCD)-L UNIT | Clear Side Panel - LCD (DT330, DT730) | |
| 4424051 | PANEL(Clear-SLCD)-L UNIT | Clear Side Panel - LCD (DT750) | |



Silver   Blue   Red

Clear   Wood grain

**Modules:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| 4424032 | LCD(BL)-L (BK) UNIT | DT300 (Value) LCD Unit with Backlight | |
| 4424030 | 8LKD(LD)-L(BK) UNIT | DT300 (Value) DESI-less LK/LCD Unit | |
| 4424031 | 8LKI(LD)-L(BK) UNIT | DT700 (Value) DESI-less LK/LCD Unit | |
| 4424020 | PSA-LA(BK) UNIT | PSA Cradle (Analogue PSTN Adapter) | |

**Keypads:**

| Stock No. | Model Name | Description | Picture |
|---|---|---|---|
| Standard | BS(E)-L(BK) KIT | Ten Key Kit (English) | |
| 4424028 | BS(Retro)-L(BK) KIT | Ten Key Kit (Retrofit)<br><br>Also used on DT300/DT700 (Economy) w/o-LCD | |
| 4424026 | BS(ACD)-L(BK) KIT | Ten Key Kit (ACD) | |
| 4424024 | BS(F)-L(BK) KIT | Ten Key Kit (French) | |
| 4424025 | BS(S)-L(BK) KIT | Ten Key Kit (Spanish) | |
| 4424027 | BS(Braille)-L(BK) KIT | Ten Key Kit (Braille) | |

## Terminal Overview:

| | DT700 series desktop IP terminals | | | DT300 series desktop digital terminals | |
| --- | --- | --- | --- | --- | --- |
| | DT750 | DT730 | DT710 | DT330 | DT310 |
| Display | Colour touch screen LCD | Greyscale LCD | Greyscale LCD (6 line key model only) | Greyscale LCD | Greyscale LCD (6 line key model only) |
| Line keys on base terminal | DESI-less LCD | 24<br>32 - DESI-less | 2, 6 | 24 | 2, 6 |
| Line key extension add-on modules | 8 line key<br>60 DSS console<br>DESI-less console | 8 line key<br>60 DSS console<br>DESI-less console | Not Available | 8 line key<br>60 DSS console<br>DESI-less console | Not Available |
| Backlit LCD | Standard | Standard | Not Available | Standard | Not Available |
| Backlit dial pad | Standard | Standard | Not Available | Standard | Not Available |
| Full duplex speaker phone | Standard | Standard | Standard | Standard | Half Duplex |
| XML open interface | Standard | Standard | 6 line key version only | Not Available | Not Available |
| Bluetooth handset with hub adaptor | Future | Future | Not Available | Supported on the SV8100 only | Not Available |

## Recommended Headsets:

DT310/DT330 Digital Terminals
- Plantronics SupraPlus, Model: P251N-U10P (recommended)
- Plantronics Encore, Model: P91N-U10P (supported)

DT710 IP Terminal
- Plantronics SupraPlus, Model: P251N-U10P (recommended)
- Plantronics Encore, Model: P91N-U10P (supported)

DT730/DT750 IP Terminals
- Plantronics SupraPlus Wideband, Model: HW251N-A10-NE (recommended)
- Plantronics SupraPlus, Model: P251N-U10P (supported)
- Plantronics Encore, Model: P91N-U10P (supported)

**Legacy Terminal Compatibility**

The following models of Dterm Multiline Terminals are NOT supported by the SV8100.

- Dterm 85 IP (ITH, ITR, ITN, IP-RA)
- Dterm 70 (DTU)
- Dterm 75 (DTP)
- Dterm 60 (ETW)
- Dterm 65 (ETJ)
- Xen Topaz (DTB)
- Xen Alpha

The following models of Dterm Series i (Dterm 85) terminals and adaptors ARE supported on the SV8100.

| NEC/BS Stock No. | Model Name | Description |
|---|---|---|
| 8502532 | DTR-2DT-1A(BK) TEL | Digital Multiline Terminal with two programmable line keys |
| 8502533 | DTR-8D-1A(BK) TEL | Digital Multiline Terminal with eight programmable line keys & four soft keys |
| 8502534 | DTR-16D-1A(BK) TEL | Digital Multiline Terminal with sixteen programmable line keys & four soft keys |
| 8502535 | DTR-BA-1A(BK) TEL | Digital Multiline Terminal Base for L32 Module |
| 8502536 | L32(LED)-RA(BK) UNIT | Digital Multiline Module with 16 programmable line keys and 16 one-touch keys |
| 8502549 | 16LCD(LK)-RA(BK) UNIT | Line key Module for Base telephone 24x3line LCD , two 8x8line LCD, 16 line buttons without LED |
| 8502537 | DCR-60-1A(BK) CONSOLE | The Attendant Console with 60 programmable line keys |
| 8502542 | AD(A)-RA UNIT | Ancillary Device Adapter, allows connection of a tape recorder to all DTR Multiline Terminals except DTR-2DT-1. |
| 8502541 | AP(A)-RA UNIT | Analogue Port Adapter without Ringer, is the interface for installing Single Line Telephones, Modems, Credit Card Readers, Wireless Headsets, NEC VoicePoint/VoicePoint Plus Conferencing unit, and other compatible analogue devices. |
| 8502540 | AP(R)-RA UNIT | Analogue Port Adapter with Ringer with all AP(A) functionality. |
| 8502544 | CT(A)-RA UNIT | Computer Telephony Adapter allows a DTR Multiline Terminal connection to a PC via RS232 (25 PIN) connection. |
| 8502548 | CT(U)-RA UNIT | Computer Telephony Adapter allows a DTR Multiline Terminal connection to a PC via USB connection. |
| 8502543 | WM-RA UNIT | Wall Mount Unit used for when adapters are used and the telephone is to be installed on the wall |

### Important Note

Do not assign any of the following features to operate concurrently across more than 16 DT700 IP terminals.
- Internal Paging
- BGM
- Door phone

### Auto Configuration

SV8100        DHCP        FTP

Configuration File
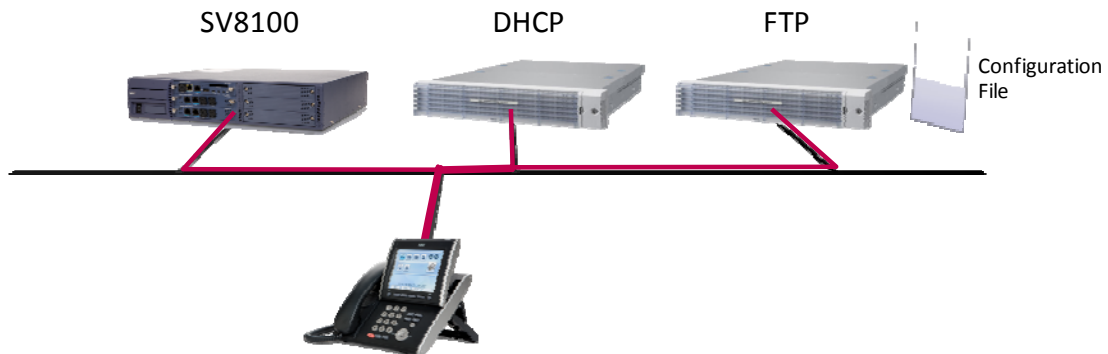
**Required equipment:**

- IP phone manager
  - Free software available for download on NEC's website.
  - This software will be used to create the config file for the IP terminals.
- FTP server
  - Free software available on the WEB.
- DHCP Server
  - This DHCP server has to support the ability to define a "Vendor Class". The DHCP server must also be able to define "Option Codes".

**Process Overview:**

1. Use the AutoConfiguration Application to create a terminal configuration file with corresponding network and telephony data parameters that are needed to connect the DT700 IP Terminal to the Telephony Switch. This created AutoConfiguraiton file needs to be loaded onto a network accessible PC/Server with a FTP server running.

2. Plug the DT700 into the local network (Factory Value Settings).

3. Local DHCP server will provide Vendor Specific Options for the DT700.

4. The DT700 will use DHCP Vendor Specific Options to communicate with local FTP Server.

5. The DT700 will download the created AutoConfig file from the FTP Server.

6. The DT700 will initialize with its new downloaded configuration and connect to the Telephony Switch.

**Building the configuration file:**

- Launch the IP phone manager software



Once the software is launched click on the "Auto Config" tab.



Click on Terminal



The basic settings needed to get the phone working out of the box are:

1st server address
1st server port

Assign the IP address programmed in PRG 10-12-09 to 1st server address.

Assign port 5080 to first server port.

**Config Setup APL**

Click on the 1st server address to bring the window to the right up.

Network Settings
SIP Settings
    SIP User
    Server Address & URI
        1st Server Address
        2nd Server Address
        3rd Server Address
        4th Server Address
        Registrar Destination
    Access Mode
    SIP Server Port
        1st Server Port
        2nd Server Port
        3rd Server Port
        4th Server Port
        Registrar Destination
    Area ID
    Extra Function

English    Help

1st Server Address

Terminal
DT710  DT730  DT750

172  16  0  10

Input type Change

Assign the IP address here and then click OK.

☑ Parameter Update

Cancel          OK

---

**Config Setup APL**

Click on the 1st server port to bring the window to the right up.

Network Settings
SIP Settings
    SIP User
    Server Address & URI
        1st Server Address
        2nd Server Address
        3rd Server Address
        4th Server Address
        Registrar Destination
    Access Mode
    SIP Server Port
        1st Server Port
        2nd Server Port
        3rd Server Port
        4th Server Port
        Registrar Destination
    Area ID
    Extra Function

English    Help

Terminal
DT710  DT730  DT750

5080

Assign the port number here and then click OK.

☑ Parameter Update

Cancel          OK

---

SIP User
Server Address & URI
    1st Server Address
    2nd Server Address

After the changes have been made click on save below.

It will bring up the save window to the right. In that window click on save as.

Extra Function
Maintenance Settings
Security
Application Settings

2

1

**Save**

File Type
  ◉ Save Selected (merge selected items)
  ○ Save All (complete file rewrite)

File Name

File Revision
  File Ver    00000001

Cancel      Save      Save as...

New    Open    Close    Save    Data Restore

---

- After you click on Save as it will bring up a window asking you to name the file. Name the file as xxx.gz.

    - For example if I wanted to name the file as test it would be **test.gz**

- This file needs to be placed in the FTP server.

**Configuring a FTP server:**

- The FTP server must be configured with an anonymous login account.

- The file that was generated from the IP phone manager must be placed into anonymous login folder.

    - Below is an example using Quick and Easy FTP server.



Click on configure settings



Click on the advanced tab to specify the directory to store the files.
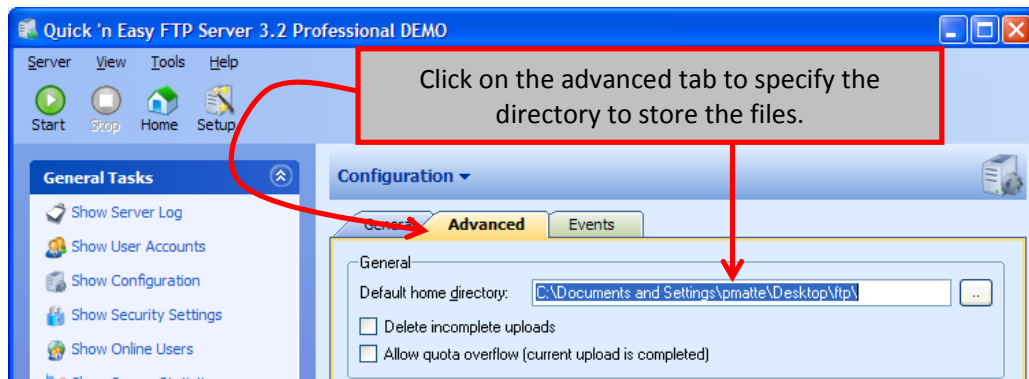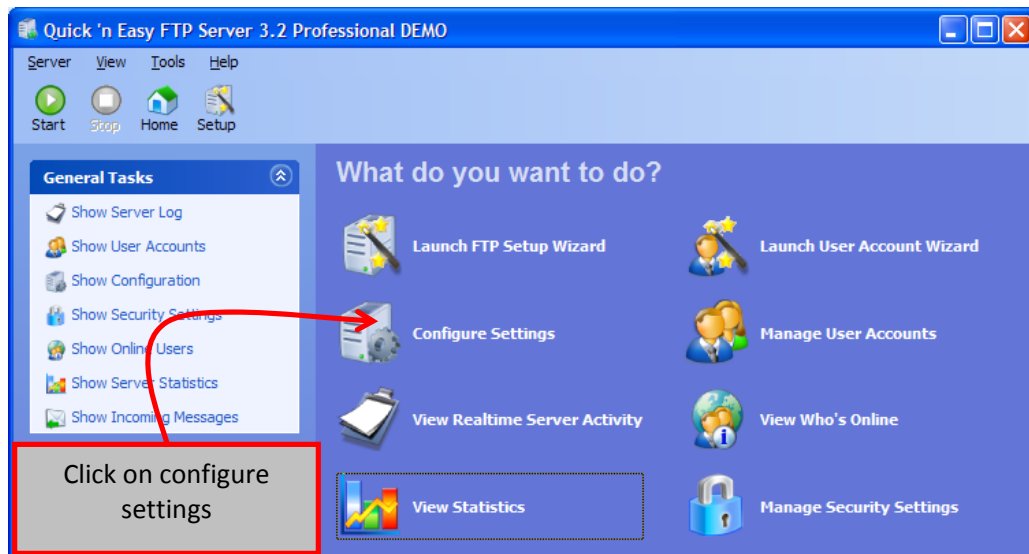
- Place the file (for example: test.gz) into the default home directory.



Once the file has been loaded to the proper directory start the FTP server.

At this point the FTP server can be minimized to run in the background.
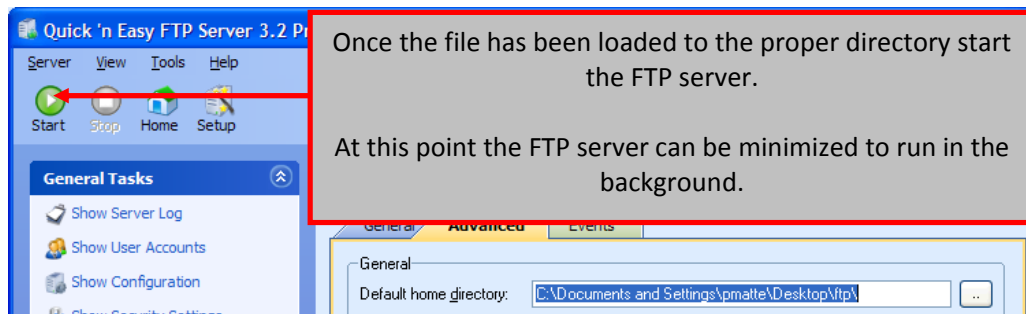
**Configuring a DHCP server using Windows 2003 Server:**

- In the DHCP server highlight the server machine on the left hand side. Right click on the server and choose "Define Vendor Classes".
  - Click on ADD
  - Display Name = NECDT700
  - Description = auto config
  - In the same window down below there is a section that shows ID, Binary, and ASCII. Click in that window under ASCII. Now type in NECDT700. This should have also added 4E 45 43 44 54 37 30 30 under the binary section. Now click on OK and close.

- Highlight the server again then right click and choose "Set Predefined Options".
  - Change the option class to NECDT700.
  - Click ADD and give the following info
    - Name = FTP Address
    - Data Type = IP address
    - Code = 141
    - Click on OK then start the process over again
  - Click on ADD and give the following info
    - Name = Auto Config File Name
    - Data Type = String
    - Code = 151
  - Click on ADD and give the following info
    - Name = Download Protocol
    - Data Type = Byte
    - Code = 163
  - Click on OK

- Highlight scope options on the left hand side then right click and choose "Configure Options".
  - Click on Advanced and change the vendor class to NECDT700.
  - Place a check mark next to 141 FTP Address. Down below assign the IP address of the FTP server then click apply
    - Place a check mark next to 151 auto config file name. Down below type the name of the config file that was built via IP phone manager. Then click on apply.
    - E.g. Test.gz.
  - Place a check mark next to 163 download protocol. Down below change HEX address to 0x1.
  - Click on apply and OK.

# IP DECT

IP DECT terminals combine the benefits of IP telephony with the superior quality and features of DECT technology. This IP-based wireless system provides perfect voice quality, seamless handover between access points and a secure air interface that protects your company's investments in existing telephones, applications and the network infrastructure.

With IP DECT, your data and network are secure. All communications are encrypted to protect privacy concerns for you and your customers.  And installing IP DECT is simple.  Connect DECT Access Points (multi-directional radio base stations) directly to the LAN, and then set up IP DECT at remote locations. Depending upon building characteristics, each DECT Access Point can provide coverage over a wide area and enable users to move freely. IP DECT also provides feature transparency on NEC platforms as well as standard SIP functionality.

| G355 DECT Handset | G955 DECT Handset | AP200S SIP Access Point |
|---|---|---|
| • 128x128 pixel, 64K colour LCD<br>• Backlit display<br>• Icon driven menu<br>• Seamless handover<br>• Memory card (optional)<br>• Standard headset connection<br>• Hands-free operation<br>• 20 ringer melodies with distinction between type of call<br>• Personal phone book<br>• Corporate directory support<br>• Call logging and filtering<br>• 13 languages supported<br>• Incoming call filter<br>• Date and time display<br>• Time stamps on caller lists<br>• Message-waiting indicator<br>• Multiple DECT network subscr.<br>• GAP compatible<br>• Software update over air<br>• Up to 120 hours stand-by time<br>• Up to 12 hours talk time | • 128x160 pixel, 262K colour LCD<br>• Backlit display and keypad<br>• Icon driven menu<br>• Seamless handover<br>• Memory card (optional)<br>• Standard and (optional) Bluetooth headset connection<br>• Message Service (LRMS)<br>• Message broadcast support<br>• Hands-free operation<br>• 20 ringer melodies with distinction between type of call<br>• Built-in vibrator alert<br>• Personal phone book  (with multiple numbers per contact)<br>• Corporate directory support<br>• Call logging and filtering<br>• 13 languages supported<br>• Incoming call filter<br>• Date and time display<br>• Time stamp (messages & lists)<br>• Message-waiting indicator<br>• Multiple DECT network subscr.<br>• GAP compatible<br>• Software update over the air<br>• Up to 120 hours stand-by time<br>• Up to 12 hours talk time | • Supports standard DECT (GAP) compatible handsets<br>• Supports up to 11 simultaneous calls per AP<br>• 10/100Mbps Ethernet interface<br>• Secure air interface<br>• Crystal clear speech<br>• Supports short messaging<br>• Connects directly to Ethernet (either dedicated for DECT support or to converged LAN)<br>• External power or Power Over Ethernet (IEEE802.3af Class 0)<br>• IP peer-to-peer communication<br>• Plug-and-play installation<br>• Compact unit (A5 size)<br>• Downloadable software<br>• LED status indicator<br>• Full non-blind slot radio<br>• Secure DECT encryption<br>• Roaming and seamless handover<br>• Support for LRMS messaging (max. 160 characters) |

**AP200S Specifications:**

Air interface:
- Audio algorithm: G.726 ADPCM
- Full non-blind slot DECT RF part, according to EN301406
- Frequency band: 1880 - 1900 MHz, 10 carrier frequencies
- RF output: 20 to 24 dBm at antenna connection, Sensitivity: typical -90 dBm
- Dual omni-directional internal antennas
- Typical range: indoor 20-50 m, outdoor 300 m

Physical characteristics:
- Size: 235 x 45 x 172 mm (WxDxH)
- Weight: 540 g (incl. packaging)
- Housing: ABS/polycarbonate, light grey (colour code 70109)
- Classification: IP40

**The DAP Manager:**

The DAP Manager Software is used during installation and maintenance to:
- Subscribe Handsets
- Perform DAP management

The DAP Manager Software is used during operation to:
- Facilitate Portable Sharing and Handset to Handset messaging
- Allow DAPs to be connected in a Branch office
- Capture debug / system information

The DAP Manager is not required for normal, day-to-day operations (i.e. wireless communications), but should be running at all times that the DECT system is operational. The DAP Manager Software runs on a standard computer and can run alongside other applications, it does not require a dedicated server.
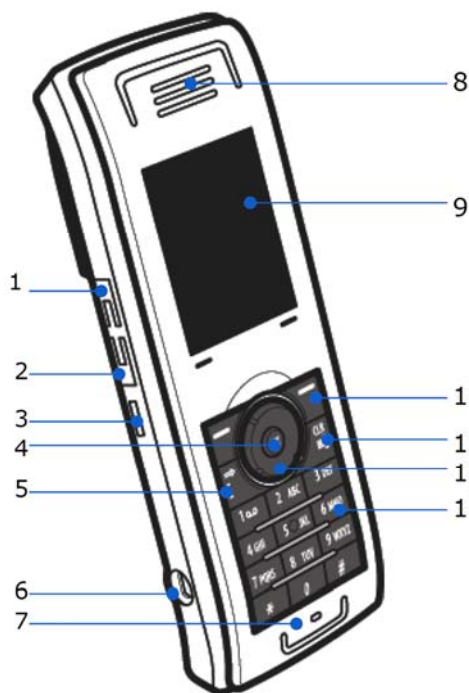


DAP Manager PC platform:
- Windows 2000 Server or Professional, Service pack 4
- Windows 2003 Server
- Windows XP Professional SP2
- CPU: minimum 2.4 GHz
- RAM: minimum 256 Mb

## G355/G955 Quick Reference Guide



1. Volume up key
2. Volume down key
3. SOS key
4. OK key
5. Off hook/enquiry (green)
6. Headset jack connector
7. Microphone
8. Earpiece
9. Color display
10. Soft keys
11. On hook/clear/power (red)
12. Navigational keys
    (Up/Right/Down/Left)
13. Keypad (0-9, *, #)

keys 1-9: long press for speed dialling (if programmed).

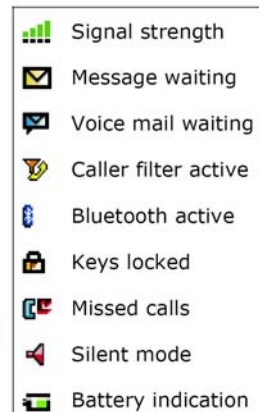*: used in text editor to enter a star symbol and special characters, or to insert pause in dial mode.

0: used in text editor to enter space and special characters.

#: used in text editor to capitalize letters and type numbers. Long press activates the silent mode.

**Main menu items:**

Messaging    Calls
Contacts    Calendar
Settings    Accessories

**Top row icons:**

- Signal strength
- Message waiting
- Voice mail waiting
- Caller filter active
- Bluetooth active
- Keys locked
- Missed calls
- Silent mode
- Battery indication

---

**Turning the phone on and off**
Press and hold the **Red phone** key for a few seconds.

**Lock/unlock your phone**
In **Idle** mode, press the **Ok** key, and then press the **Lock** soft key. To unlock, press the **Ok** key, and then press the **Unlock** soft key.

**Make a call**
In **Idle** mode, type the number you want to dial, and then press the **Green phone** key.

**Answer a call**
Press the **Green phone** key.

**End a call**
Press the **Red phone** key.

**Reject a call**
Press the **Reject** soft key.

**Make an enquiry call (broker call)**
During a call, press the **Green phone** key and dial the number of the party you want to consult. You can toggle between the two parties, by pressing the **Green phone** key. To transfer the first call to the enquiry call party, press the **Red phone** key.

**Change the volume**
During a call, press the **volume up** or **volume down** buttons on the side of the phone.

**Use the speakerphone**
During a call, press the **Spk on** soft key.
To deactivate: press the **Spk off** soft key.

**Mute a call**
During a call, press the **Mute** soft key. To turn the microphone on again, press the **Unmute** soft key.

**Listen to voicemail messages**
In **Idle** mode, press the **Menu** soft key, choose **Messaging**, **Inbox**, select **Listen to voicemail**, and then scroll to the required message. Press the **Select** soft key. *You may need to enter your VM number first.*

**Make a shortcut**
In **Idle** mode, press the **Menu** soft key, choose **Settings**, **General**, and select **Shortcuts**. Now you can assign a function to one of the navigational keys.

**Make a speed dialling key**
In **Idle** mode, press the **Menu** soft key, choose **Contacts**. Select the contact that you want to assign and press the **More** soft key. Choose **Speed dial** and press **OK**. Scroll to the speed dialling key number that you want and press the **Add/Replace** soft key. (If a number has already been assigned to this key, it will be replaced.)

**Register the handset**
In **Idle** mode, press the **Menu** soft key, choose **Settings**, **Connectivity**, **Register**. Select the required base, **OK**. Enter the Park code, **OK/Skip**. Enter the PIN code, **OK**. *The PIN is generated by the DECT Manager.* Enter Network Name, **Save**. Enter Number, **Save**. *This is the phone number assigned to the handset*.

---

**Registering IP DECT terminals:**

1.  Run SV8100 PCPro

2.  Click **Tools** > **PCPro Accounts** and you will get the following screen.

3.  Select **tech** User Name and click **Properties**.
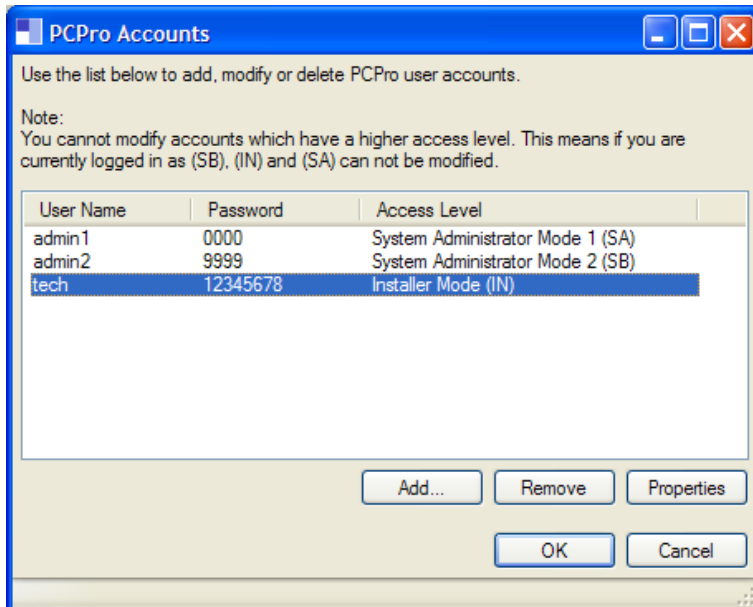


4.  Click the **View** tab
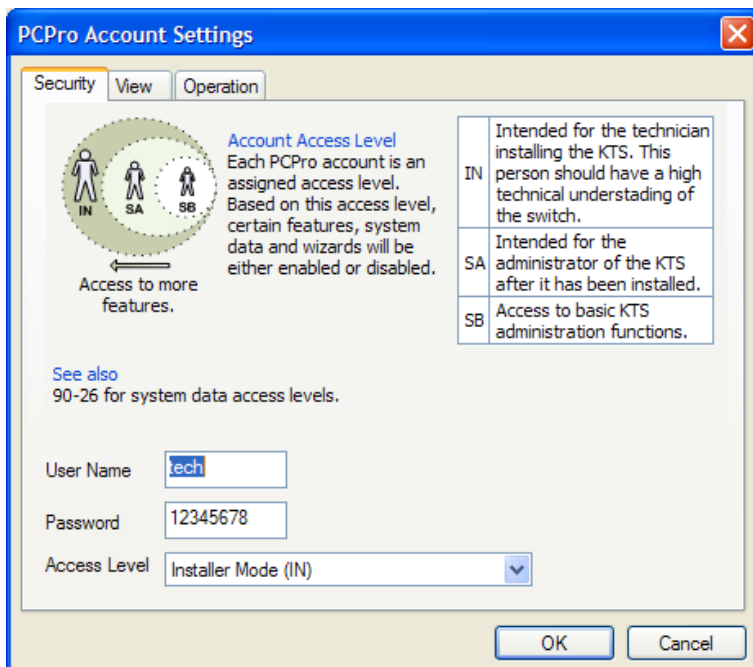
5.  In this window, uncheck the two available items, then **OK.**
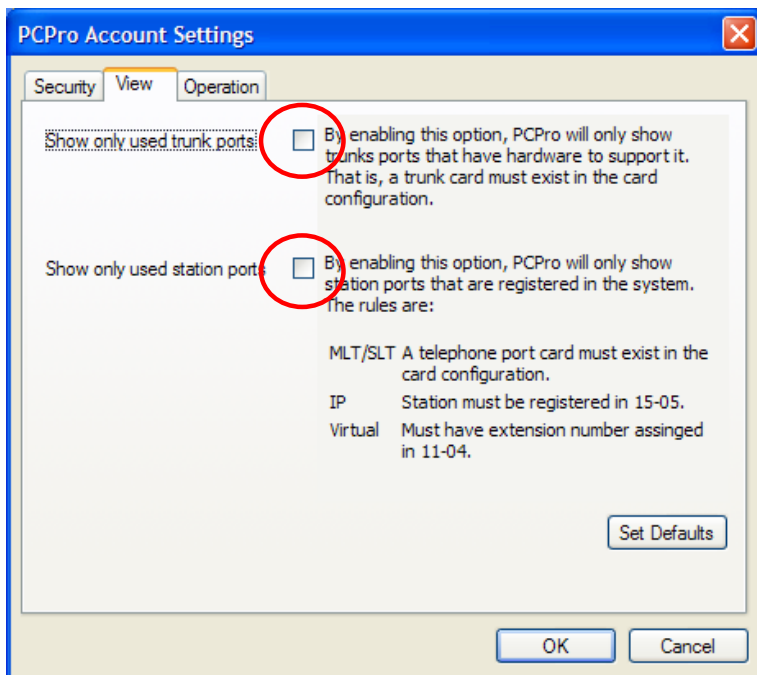


6.  Connect to your SV8100 and download Database.

7.  Click **Programming** > **Unregistered Phones** > **IP Phone List**.

8.  Check required extensions to be used for IP DECT numbers. For example, extension 180 – 183 will be used.
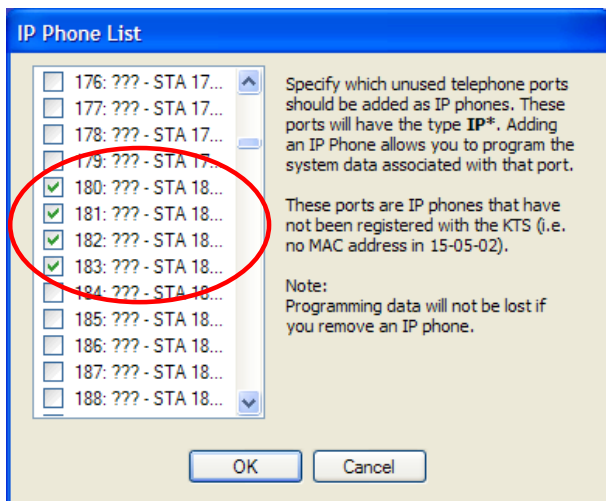


9.  Set **MB 15-05-18 = Group 1** for required extensions.

10. Upload database changes.

11. Register all IP DECT extensions on DAP Manager and all phones will function.

# Voice Mail

## VM8000 InMail

The VM8000 InMail Solution is ideal for SMBs wishing to ensure that all callers get to the people and information that they need without prohibitive hold times or dropped calls. It is an embedded solution for the UNIVERGE SV8100 that provides digitally-integrated voice messaging capabilities and Automated Attendant features to meet a SMB's communication needs both now and in the future.

VM8000 InMail's Automated Attendant feature set ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement plays to provide them a choice of dialling options. They can direct themselves to the called party without being placed on hold or having their calls dropped.

Employees can also efficiently manage their calls and messages with easy one-touch access to voicemail features. With VM8000 InMail's advanced call processing capabilities, employees no longer need to manually direct and route callers. The Automated Attendant routes each incoming call based upon the time-of-day and day-of-the-week and can provide different announcements and dialling options for each number in the office.

**Key Features:**

Voicemail:
- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Interactive Softkeys
- Message Count Display
- Programmable Voice Prompts
- Three Personalized Mailbox Greetings
- Message Forwarding
- Announcement Mailbox for One-Way Information
- Remote or Local Message Notification (on or offsite)
- Remote Programming via WebPro/PCPro Voice Mailbox

- Auto-Help Voice Prompts
- Auto-Forward to Mailbox
- Programmable Individual Security Code
- Real Time and Date Stamp
- One-Touch Forwarding
- One-Touch Mailbox Access
- One-Touch Message Retrieval
- One-Key Call to Sender
- Confidential/Urgent/Future Message Delivery Options
- Guest & Group/Department Mailbox Types

Automated Attendant:
- Answer Schedule Tables
- Park and Page
- Capture Caller ID
- Flexible Answering Based on Trunk Time-of-Day and Day-of-Week

- Single Digit Transfer
- Individual Trunk Greetings
- Three Day, Night and Holiday Greetings

Licensing controlled by CD-CP00 for the following features:
- o  Number of Voice Ports
- o  Number of Languages

## UM8000 Unified Messaging

The UM8000-Mail solution is an enhanced, in-skin unified messaging system that delivers abundant message storage, scalable port capacity and all the features you've come to expect from NEC, a leader in voice messaging products. UM8000-Mail offers a reliable system with a smaller footprint and lower operating cost than other systems.

The UM8000-Mail system can store over 500 hours of messages and is scalable from 2 to 16 ports and provides support for up to 1000 mailboxes. It offers up to 4 optional fax ports. Because the UM8000-Mail line card installs inside the SV8100 chassis, it uses less space and power than other stand-alone messaging systems. If the system experiences a power failure, the UM8000-Mail uses the same battery backup as the SV8100 system, adding another measure of reliability to the system.

With feature-rich Unified Messaging, all voice, fax and e-mail messages are directed into one inbox. This enables users to keep track of all their messages more easily. Employees can easily prioritize their messages and streamline their workloads.  With Unified Messaging users can:
- Set up their mailboxes to meet their personal needs
- Play and record messages using their multimedia PCs
- Send and receive secure faxes. Inbound and outbound documents are password-protected and stored electronically until previewed and printed from a networked PC.

Users can control and configure their personal mailbox settings using the Mailbox Manager's graphical user interface (GUI). Greetings, security codes, notifications, groups, conversation preferences and more can all be modified through the Mailbox Manager. In addition, the user can handle messages via this interface. They can listen to, delete and archive messages. They can also choose to download selected messages to their PC in WAV file format.

**Key Features:**

- Speed Keys
- Subscriber Controlled Groups
- Variable-Length Security Codes/Passwords
- Live Record, Message Cancel and Redirect
- Caller Interviewing
- Soft-Key Functionality and Trunk Mapping
- Remote Maintenance
- Date and Time Stamp
- Transfer to Attendant
- Urgent Message Count
- User-Changeable Voice Prompts & Single-Digit Dialling
- Fax Detect, Routing and Notification
- Subscriber Self-Enrolment
- Reports
- Out-Dial Notification to Pager

- Future, Urgent and Return Receipt Delivery
- Port Independence
- Cascade Notification
- Menu Options
- Cut-Through Paging and Message Editing
- Multilingual Capability and Multiple Personalized Greetings
- Extension Remapping
- Message Rewind, Pause and Fast Forward
- Alphanumeric Directory
- Supervised/Unsupervised Transfers
- Message Waiting Notification
- Guest Mailboxes and Call Screening
- Volume and Speed Control
- Holiday Schedules
- Call Accept or Reject

**UM8000 Notes:**

- Time, date and time zone information are set in and synchronized with the CCPU.
    - There are no provisions for changing the time and date on the voice mail.
- IP Address, gateway and subnet mask set in CD-CP00 programming:
    - Only the DNS server information can be changed on the voice mail.
    - 10-55-01 – IP Address
    - 10-55-04 – Subnet Mask
    - 10-55-05 - Gateway
- Licensing controlled by CD-CP00 for the following features:
    - Voice ports
    - Fax Ports
    - Number of View App Sessions
    - Hospitality/PMS
    - AMIS/PlusNet
    - System Languages
    - Hospitality Languages
- New Email Features: forwarding options for each mailbox, set via Web Mailbox Manager (WMM) or Web Admin Console (WAC):
    - Forward message keep on voice mail as New.
    - Forward message keep on voice mail as Old.
    - Forward message delete from voice mail new.
    - Customizable email forwarding template (System wide only)
- Additional Web Mailbox Manager Improvements:
    - LIFO/FIFO settings for New and Old messages
    - Message Playback
    - Message Archive
    - Delete Message
    - Enter email address to forward to.
    - Save to Inbox to PC as Wav file (Export)
    - Add notes up to 60 characters long to messages
    - First Time enrollment
    - Auto Login from CID Number
- Improved GUI and System Management (WAC):
    - Language administration
    - Backup and Restore
    - Setting trace and error logging levels.
    - Scrolling menu in WAC, can jump from any area to any other area instead or returning to main menu first.
    - Import and Export of Subscriber and Transaction boxes via CSV file.
    - Mailbox message limit by drive space or number of messages.
    - Call Park and Page.
- Backup destinations:
    - Local VM drive
    - Shared Windows drive
    - USB drive

**UM8000 Service Conditions:**

The following is a list of features that are not supported at initial release of the UM8000 Mail or are in the process of being modified.

Features that are not supported:
- Live Monitor
- All Fax Functions:
    - Fax detect from main greeting.
    - Personal Fax Box.
    - Print-to-Fax
- Text-to-Speech (TTS).
- Desktop Call Control (View Call Plus).
- Constant Message Count.
- Modem access for remote programming.
- Pager Notification.

Features with known issues:
- Live Record:
    - The Live Record feature is supported however while recording several softkeys are displayed for pause, re-record, done and more. Pressing any of these softkeys will put the caller on hold.
- Park and Page:
    - If the caller is not taken off park when they recall to the voice mail they go back to the main greeting.
- The addition of the Voice Mail In-Skin Blade (CD-VM00) allocates 16 station ports regardless of ports licensed. This count affects overall station port capacity and therefore impacts the requirement for a Memory expansion board (PZ-ME50) and 65 to 256 port license (LK-SYS-256 Port-LIC).

## Specifications

| | VM8000 InMail | | UM8000 Mail | |
|---|---|---|---|---|
| | **VRS/AA** | **InMail** | **LITE** | **STANDARD** |
| **Hardware** | PZ-VM21 | | CD-VM00 | |
| **Storage (Compact Flash)** | 512MB = 32 Hours | | 2GB = 125 Hours | 8GB = 550 Hours |
| **Voice Ports** | 2, 4, 8, 12, 16 | 2, 4, 8 | 2, 4, 8 | 4, 8, 12, 16 |
| **Fax Ports** | NIL | NIL | 1, 2 | 1, 2, 3, 4 |
| **Mailboxes** | NIL | 576 | 250 | 1000 |
| **Languages Included** | English (Australian) Chinese (Mandarin) Japanese (Japanese) | | English (Australian) English (New Zealand) Chinese (Mandarin) | |
| **Optional Languages NOT Included** | English (US-Numeric, Mnemonic), English (UK), Japanese, Italian, French (Canadian), Spanish (Madrid, Latin American, Mexican), German, Dutch, Norwegian, Brazilian Portuguese, Korean | | Chinese (Cantonese), English (US, UK), Italian, Japanese, French (Parisian, Canadian), Spanish (Madrid, Latin American, Mexican, Catalan), German, Dutch, Norwegian, Danish, Argentinean, Portuguese, Iberian Portuguese, Russian, Hebrew, Swedish | |

| Licenses | Included | Upgrades | Maximum | Included | Upgrades | Maximum |
|---|---|---|---|---|---|---|
| Languages | 3 | 1 | 20 | 3 | 1 | 21 |
| Voice Ports | 2 VRS | 4 | 16 VRS, 8 VM | 0 | 4 | 16 |
| Fax Ports | -- | -- | -- | 0 | 1 | 4 |
| UM Seats | -- | -- | -- | 5 | 1, 4, 8, 16, 32 | 512 |
| Networking | -- | -- | -- | 0 | 1 | 1 |
| Hospitality | -- | -- | -- | 0 | 1 | 1 |
| Hospitality Lang. | -- | -- | -- | 1 | 1 | 10 |

**NEC** ▲
*VM8000 InMail*
**32 HOURS**
**NEC** Empowered by Innovation

**NEC** ▲
*UM8000 Mail*
**125 HOURS**
**NEC** Empowered by Innovation

**NEC** ▲
*UM8000 Mail*
**550 HOURS**
**NEC** Empowered by Innovation

# Voicemail Comparison Chart

| Feature | UM8000 Mail | VM8000 InMail | XenMail LX using CTP-U13 | XenMail LX Lite using VMS-U43 |
|---|---|---|---|---|
| Announcement Mailbox | Yes | Yes | Yes | Yes |
| Announcement Message | No | Yes | No | No |
| Answer Schedule Table | Yes | Yes (8 tables, 10 schedules each) | Yes 3 tables with 3 schedules each and 1 fixed schedule | Yes 3 tables with 3 schedules each and 1 fixed schedule |
| Answering Machine Emulation / Live Monitor | Yes (Delayed Release) | Yes | Yes | Yes |
| Answering Schedule Override | No | Yes | No | No |
| Auto Attendant Do Not Disturb | No | Yes | No | No |
| Auto Erase or Save | No | Yes | No | No |
| Auto Copy Message | New - Yes Can be set from TUI, WAC, WMM | No | Yes | Yes |
| Auto Login to voice Mail using Pre-defined ANI Number | New - Yes | No | No | No |
| Auto Time Stamp | Yes | Yes | Yes | Yes |
| Automated Attendant | Yes | Yes | Yes | Yes |
| Automated Attendant Transfer | Yes | Yes | Yes | Yes |
| Automatic Routing for Rotary Dialling Callers | Yes | Yes | Yes | Yes |
| Autosave | Yes | Yes | Yes | Yes |
| Broadcast Message | Yes | No | Yes | Yes |
| Call Announcing | Yes - Idle only | No | Yes - Idle only | Yes - Idle only |
| Call Blocking | No | No | No | No |
| Call Forward to a Mailbox | Yes | Yes | Yes | Yes |
| Call Holding | Yes | No | Yes | Yes |
| Call Queuing | Yes | No | Yes | Yes |
| Call Routing Mailbox | Yes | Yes | Yes | Yes |
| Call Screening | Yes | No | Yes | Yes |
| Caller ID | Yes | Yes | Yes | Yes |
| Caller ID Automatic Transfer | No | No | No | No |
| Caller ID with Return Call | Yes | Yes | Yes | Yes |
| Calling the Automated Attendant | No | Yes | No | No |
| Cascading Message Notification | Yes | No | Yes | Yes |
| Centralized Voice Mail | Yes | No | Yes | Yes |
| Centrex Transfer | Yes | No | Yes | Yes |
| Checking / Deleting a Message | Yes | Yes | Yes | Yes |
| Conversation Record / Live Record | Yes | Yes | Yes | Yes |
| Desktop Call Control | Yes (Delayed Release) | No | Yes | Yes |
| Desktop Messaging | Yes | No | Yes | Yes |
| Dial Action Table | Yes - per mail/transaction box | Yes - 16 | Yes - per mail/transaction box | Yes - per mail/transaction box |
| Directory Dialing | Yes | Yes | Yes | Yes |
| Directory Dialing Mailbox | Yes | Yes | Yes | Yes |
| Directory Dialing Message | No | Yes | No | No |
| Distribution List | Yes | No | Yes | Yes |
| Distribution Mailbox | Yes | No | Yes | Yes |
| Enable/Disable MWI indications System Wide (Admin Function) | New - Yes | No | No | No |
| Erasing All Messages (Admin Function) | Yes | Yes | Yes | Yes |
| External Extension | Yes | No | Yes | Yes |
| External Transfer | No | Yes | No | No |

| | | | | |
|---|---|---|---|---|
| Fax Confirmation When Using Print-to-Fax | New - Yes (Delayed Release) | No | No | No |
| Fax Detection | Yes (Delayed Release) | Yes | Yes | Yes |
| Fax Distribution | Yes (Delayed Release) | No | Yes | No |
| Fax Distribution Lists | Yes (Delayed Release) | No | Yes | No |
| Fax Mail | Yes (Delayed Release) | No | Yes | No |
| Fax Mailbox | Yes (Delayed Release) | No | Yes | No |
| Fax Tone Detection From Within Subscriber Mailbox (Call is routed to suscriber fax box) | New - Yes (Delayed Release) | No | No | No |
| Fax Messages | Yes (Delayed Release) | No | Yes | No |
| Fax Server | No | No | No | No |
| Fax-On-Demand | No | No | No | No |
| First Time Tutorial | Yes - Via TUI and HTML Desktop Manager | No | Yes | Yes |
| Flexible Answering Schedules | Yes | Yes | Yes | Yes |
| Flexible Call Routing | Yes | Yes | Yes | Yes |
| Flexible Mailbox Numbering Plan | Yes | Yes | Yes | Yes |
| Forced Unscreened Transfer | Yes | Yes | Yes | Yes |
| French (Canadian) User Interface | Yes - if one of the active languages | No | Yes - if one of the active languages | Yes - if one of the active languages |
| Future Delivery Message | Yes | No | Yes | Yes |
| Getting Recorded Help | No | Yes | No | No |
| Go to a Mailbox | Yes | Yes | Yes | Yes |
| Greeting | Yes - 3 are stored only 1 can be active | Yes - 3 are stored only 1 can be active | Yes - 2 are stored only 1 can be active | Yes - 2 are stored only 1 can be active |
| Group (Shared) Mailboxes | Yes | Yes | Yes | Yes |
| Guest Mailbox | Yes | Yes | Yes | Yes |
| Hang Up Option in Auto Attendant | Yes | Yes | Yes | Yes |
| Hotel/Motel | Yes | No | Yes | Yes |
| Instruction Menu | Yes | Yes | Yes | Yes |
| Interview Mailbox | Yes | No | Yes | Yes |
| Interactive Soft Keys | Yes | Yes | Yes | Yes |
| Leaving a Message | Yes | Yes | Yes | Yes |
| Listening to Messages | Yes | Yes | Yes | Yes |
| Listening to Messages Options | Yes | Yes | Yes | Yes |
| Local Backup | Yes | No | Yes | Yes |
| Local Restore | Yes | No | Yes | Yes |
| Log Onto Voice Mail, Internal | Yes | Yes | Yes | Yes |
| Log Onto Voice Mail, Remote | Yes | Yes | Yes | Yes |
| Mailbox Name | Yes | Yes | Yes | Yes |
| Mailbox Security Code Delete (Admin Function) | Yes | Yes | Yes | Yes |
| Mailbox Support for Extension Numbers 2-8 Digits Long | New - Yes | Yes | No | No |
| Main Menu | Yes | Yes | Yes | Yes |
| Make Call | Yes | Yes | Yes | Yes |
| Master Mailboxes | No | Yes | No | No |
| Maximum Extension Mailboxes per Media | 2GB = 1000 8GB = 1000 | 512MB = 128 | 4GB = 2000 | 256MB = 200 512MB = 250 2GB = 350 |
| Message Center Keys | Yes | Yes | Yes | Yes |
| Message Center Mailbox | Yes | No | Yes | Yes |

| | | | | |
|---|---|---|---|---|
| Message Count Display | Yes (Delayed Release) | Yes | Yes | Yes |
| Message Delete | Yes | Yes | Yes | Yes |
| Message Forward | Yes | Yes - Forward without saving, single destination. | Yes | Yes |
| Message Length Limit | Yes | Yes | Yes | Yes |
| Mailbox Storage Limit by Drive Space | Yes | No | No | No |
| Mailbox Storage Limit by Number of Messages | Yes | Yes | No | No |
| Message Listen Mode | No | Yes | No | No |
| Message Notification | Yes | Yes-1 number only | Yes - 4 cascading numbers | Yes - 4 cascading numbers |
| Message Notification Maximum Retrys | New - Configurable - Per Mailbox | Configurable - System Wide | No | No |
| Message Notification for Urgent Messages | Yes | No | Yes | Yes |
| Message Playback Direction LIFO/FIFO | New - Yes Can be set for old and new messages system wide or per mailbox | Yes - per mailbox setting | Yes - system wide setting | Yes - system wide setting |
| Message Record | Yes | Yes - single destination only. | Yes | Yes |
| Message Reply | Yes | Yes | Yes | Yes |
| Message Retention | Yes | No | Yes | Yes |
| Message Sender Information | Yes | Yes | Yes | Yes |
| Message Status Report | No | No | No | No |
| Message Storage Limit | New - Yes | Yes | No | No |
| Message Waiting Lamp | Yes | Yes | Yes | Yes |
| Mnemonic English User Interface | Yes | Yes | Yes | Yes |
| Modem Mailbox | Yes | No | Yes | Yes |
| Multilingual Voice Prompts | Yes - 24 languages. | Yes | Yes - 16 languages, max of 3 can be stored on VM and active | Yes - 16 languages, max of 3 can be stored on VM and active |
| Multiple Company Greetings | Yes | Yes | Yes | Yes |
| Multiple Language Support | Yes | No | Yes | Yes |
| Network Mailbox | Yes | No | Yes | Yes |
| Networking (AMIS/PlusNet) | Yes | No | Yes | Yes |
| Next Call Routing Mailbox | No | Yes | No | No |
| Numeric English User Interface | Yes - if one of the active languages | Yes | Yes - if one of the active languages | Yes - if one of the active languages |
| Paging Notification Retry Limit | New - Yes | Yes | No | No |
| Park and Page | Yes (Delayed Release) | No | No | No |
| Ports In/Out of Service | Yes | No | Yes | Yes |
| Pre-Greeting Announcement Mailbox | No | No | No | No |
| Private Message | Yes | No | Yes | Yes |
| Programming Voice Mail | Yes - HTML Based | Yes PC-Pro, Web-Pro, Telephone | Yes - HTML based | Yes - HTML based |
| PMS | Yes (Delayed Release) | No | Yes | Yes |
| Quick Message from Auto Attendant | Yes | Yes | Yes | Yes |
| Quick Transfer to Voice Mail | Yes | Yes | Yes | Yes |
| Recording Silence Elimination | Yes | Yes | Yes | Yes |
| Remote Diagnostics | Yes | No | Yes | Yes |
| Remote Programming | Yes | Yes - with PC Pro | Yes | Yes |
| Reports | Yes | No | Yes | Yes |

| | | | | |
|---|---|---|---|---|
| Return Receipt | Yes | No | Yes | Yes |
| Return to Automated Attendant | Yes | Yes | Yes | Yes |
| Security Code | Yes | Yes | Yes | Yes |
| Shutting Down the System | Yes | N/A | Yes | Yes |
| Single Digit Dialing | Yes | Yes | Yes | Yes |
| Spanish User Interface | Yes - if one of the active languages | No | Yes - if one of the active languages | Yes - if one of the active languages |
| Storage Hours per Media | 2GB = 110<br>8GB = 550 | 512MB = 32 | 4GB = 315 | 256MB = 10<br>512MB = 32<br>2GB = 165 |
| Subscriber Mailbox | Yes | Yes | Yes | Yes |
| Supervised Transfer | Yes | Yes | Yes | Yes |
| System Administrator Mailbox | Yes | Yes | Yes | Yes |
| System Reinitialization | Yes | Yes | Yes | Yes |
| TeLANophy Capable | Yes | No | Yes | Yes |
| Tenant Service | No | No | No | No |
| Text-to-Speech | Yes<br>(Delayed Release) | No | Yes | No |
| Time and Date Stamp | Yes | Yes | Yes (absolute) | Yes (absolute) |
| Trace Viewer | No | No | No | No |
| Transfer Only Mailbox | Yes | No | Yes | Yes |
| Transfer to a Mailbox | Yes | Yes | Yes | Yes |
| Transfer to an ACD Group | Yes | Yes | Yes | Yes |
| Trunk Mailbox | Yes | Yes | Yes | Yes |
| Trunk Mapping for 3-Digit Trunk Numbers | New - Yes | No | No | No |
| Undefined Routing | Yes | Yes | Yes | Yes |
| Unsupervised Transfer | Yes | Yes | Yes | Yes |
| Urgent Message | Yes | No | Yes | Yes |
| Voice Mail Overflow | Yes | Yes | Yes | Yes |
| Volume Control | Yes | Yes | Yes | Yes |
| Welcome Message | Yes | No | Yes | Yes |
| Unified Messaging | Yes | No | Yes | Yes |
| SMTP Messaging | Yes | No | Yes | Yes |
| POP3 Messaging | Yes, for Text-to-Speech<br>(Delayed Release) | No | No | No |
| IMAP4 Messaging | Yes, for Text-to-Speech<br>(Delayed Release) | No | Yes | Yes |
| Exchange MAPI | No | No | No | No |
| Ports | 4 - 16 | 2, 4 or 8 | 4, 8, 12 or 16 | 4 or 8 |
| Maximum Storage Space for Messages per Mailbox - Admin Function | New - Yes | No | No | No |
| Maximum Number of Messages for System | Limited by Available Recording Time | 53856<br>(Limited by Available Recording Time and Messages per mailbox) | Limited by Available Recording Time | Limited by Available Recording Time |
| Web Mailbox Manager - HTML | Yes | No | Yes | Yes |
| Message handling from Web Mailbox Manager Inbox | New - Yes | No | No | No |
| Mobile Access | New - Yes | No | No | No |
| Access Voice/Fax Messages | New - Yes | No | No | No |
| Urgent Message Indication | New - Yes | No | No | No |
| Save Messages to Local PC Folder | New - Yes | No | No | No |

# ACD-MIS Application

The SV8100 ACD-MIS suite includes the following enhancements compared to the Xen IPK II:
- Download configured data from the CPU rather than entering this manually.
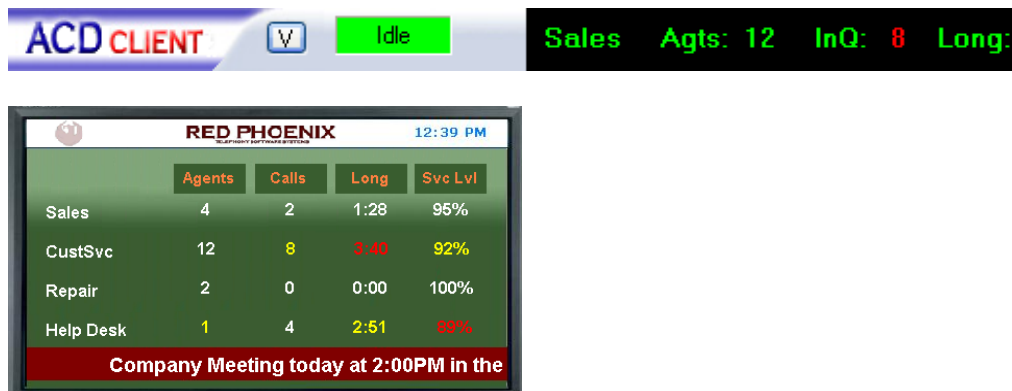- Create text reports in CSV format.

SV8100/SV8300 ACD MIS has five main system components:
- ACD MIS Server
- ACD MIS Monitor
- ACD MIS Reports
- ACD MIS Admin
- ACD MIS Agent Client

Supervisor MIS for historical reports, real-time queue status, and real-time agent views:
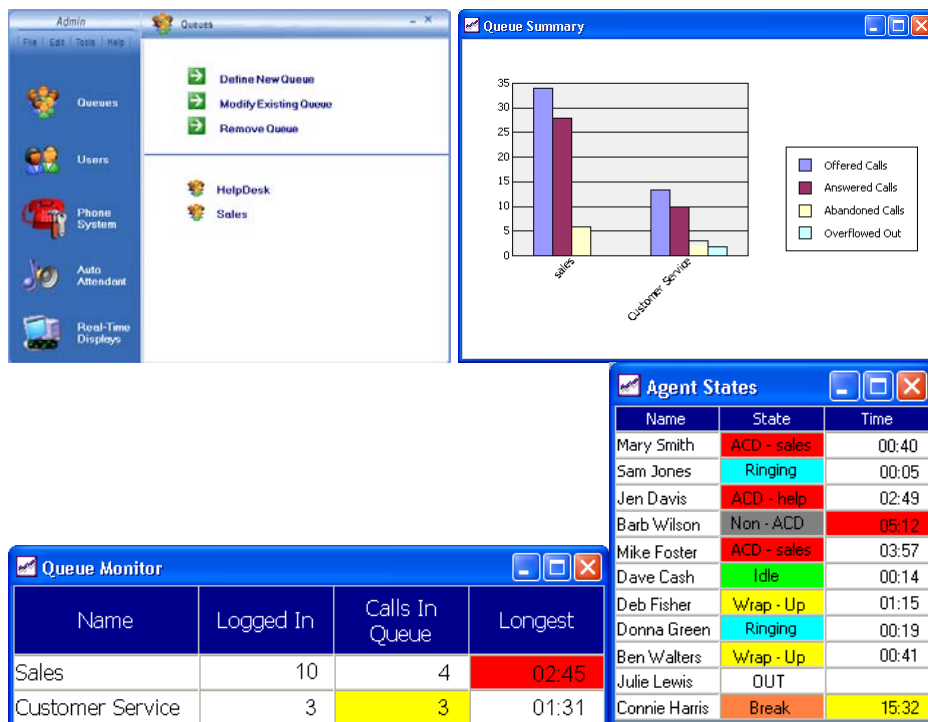


Desktop client for real-time queue status and text messages between agents & supervisors:

# PC Programming – PCPro

PCPro has the same look and feel as the Xen IPK II PCPro.  The SV8100 PCPro is also fully compatible with Xen IPK II.

Enhancements however have been applied to the following general areas:

- Alarm Reports
- Licensing
- Ability to register uninstalled DECT and IP telephone ports
- Filtering has been extended across all areas
- Home screen providing system information at a glance
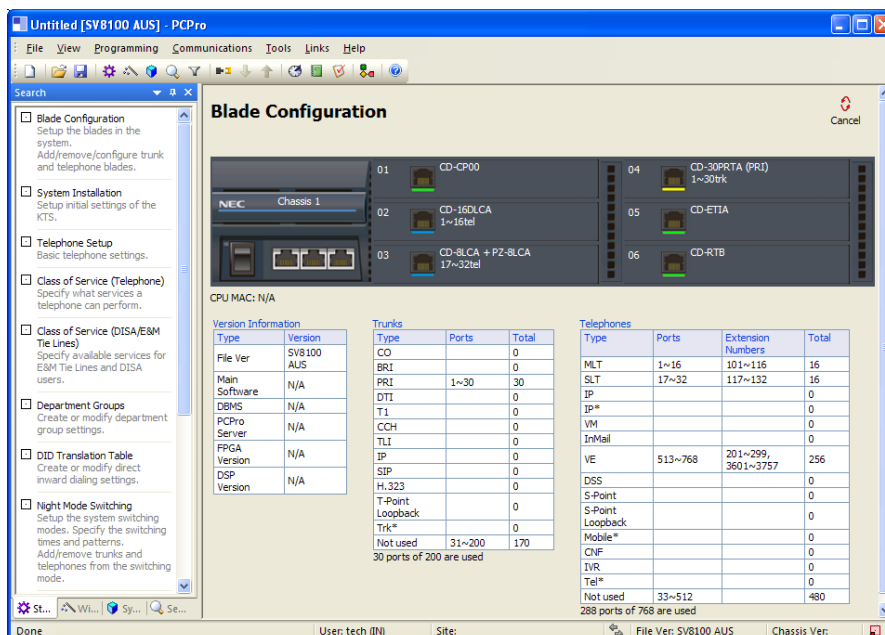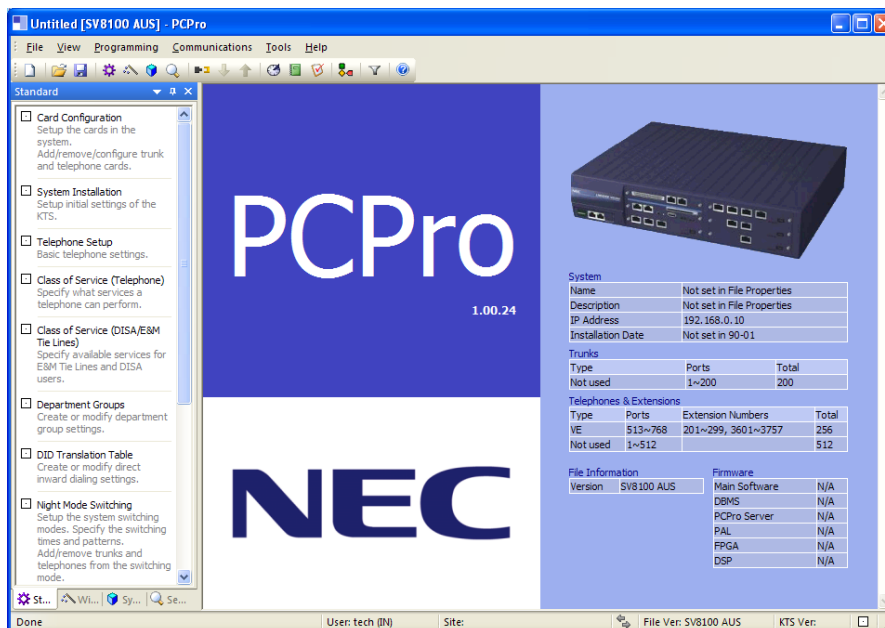
The PCPro software is provided on the SV8100 Application CD (4421018). Channel Partners may also download the SV8100 PCPro software from the KISS Website.

There is no requirement to license the PCPro software to each individual Customer's and Technician's PC. It may be freely installed as required.

**Enhancement List:**

1. You can specify which unused telephone ports are reserved as Mobile extensions via the menu item.
   - Programming > Unregistered Phones > Mobile Extension List
   - Programming > Unregistered Phones > Unused Phone List

2. Card Configuration now contains a new menu (via right mouse click). "Configure Card" will give a list of PRGs associated with the card. You can then jump directly to System Data Programming from the Card Configuration screen.

3. Enhanced PCPro download error handling:
   a. Previously, when PCPro encountered an error on a download it would notify the user and then halt the download operation.
   b. Now, when PCPro encounters and error it will attempt to continue on and then display an error summary to the user. What this means is, if PCPro discovers an error with a card in some slot, it will now discard this card and continue downloading the remaining slot. At the end, it will display something like "Error download card in slot 1, this card has been deleted."

4. Additional support for Alarm reports.

5. When taking a download of a system without a PZ-ME50 or licensing and the cards in the system go over the 64 port limitation, PCPro will check the details and based on this will inform the port size limitations. PcPro will allow download and give a warning.

6. Improved operation of the system data list navigation tree in WebPro so that it doesn't reset to the top when expanding a node.

7. For trunk base assignments, only the correct type of trunks are listed and available to be assigned. E.g., 14-02 Analogue Trunk assignments, Digital trunks are not listed.

8. Add ability to customise the wizard sort order. Currently, wizards are sorted alphabetically.

9. Add ability to apply telephone/trunk port filter on standard screens.

10. InMail extensions are supported in MultiAssign for extensions.

11. Updated entries in Search facility.

12. Modification History report.

13. Home screen has been updated to provide a summary of key system information.

**Remote Access via Dialup Modem:**

1. Setup the System
   - Install CD-VM21 daughter board onto the CD-CP00 blade.
   - Assign PSTN DIL or ISDN DID to modem number (PRG 11-15-14, Default = 740).
   - On PC, install and configure modem with a connection to the PSTN.

2. Create a PPP Dialup Connection Account (<u>one per destination</u>)
   - Access Network Connections via Windows Control Panel.
   - Select " File " and "New Connection"
   - Select " Connect to Network at my Work place "
   - Select Dial up connection.
   - Add Name for PPP setup.
   - Add Phone number for dial up connection destination.
   - Allow access rights, e.g. Anyone's use.
   - Click Next.
   - Click Finish.

3. Connect using PCPro
   - Select Communications, Connect…
   - Under Connection Type, select Dial-up. The IP address is fixed for the system.
   - Under Login, specify User Name, e.g. tech and Password, e.g. 12345678.
   - Select Connect.
   - From the Network Connections window that appears, select your PPP Dialup Connection Account for the appropriate SV8100 destination.
   - Select Connect.
   - From the Connect window that appears, select Dial.
   - PCPro will now dialup and connect via the PPP account.
   - When the PCPro connection is terminated the PPP dial up connection will also be terminated and the line dropped.

# PC Programming – WebPro

The WebPro application is a web server running on the CD-CP00 blade of the SV8100. No special installation program is required. A user programs the system using their standard web browser.

WebPro provides access to all system programming parameters and includes some special features to help the technician during installation. However it does not provide all of the facilities of PCPro which is the premium programming and maintenance tool. See the table on the following page for a more detailed comparison between WebPro and PCPro.
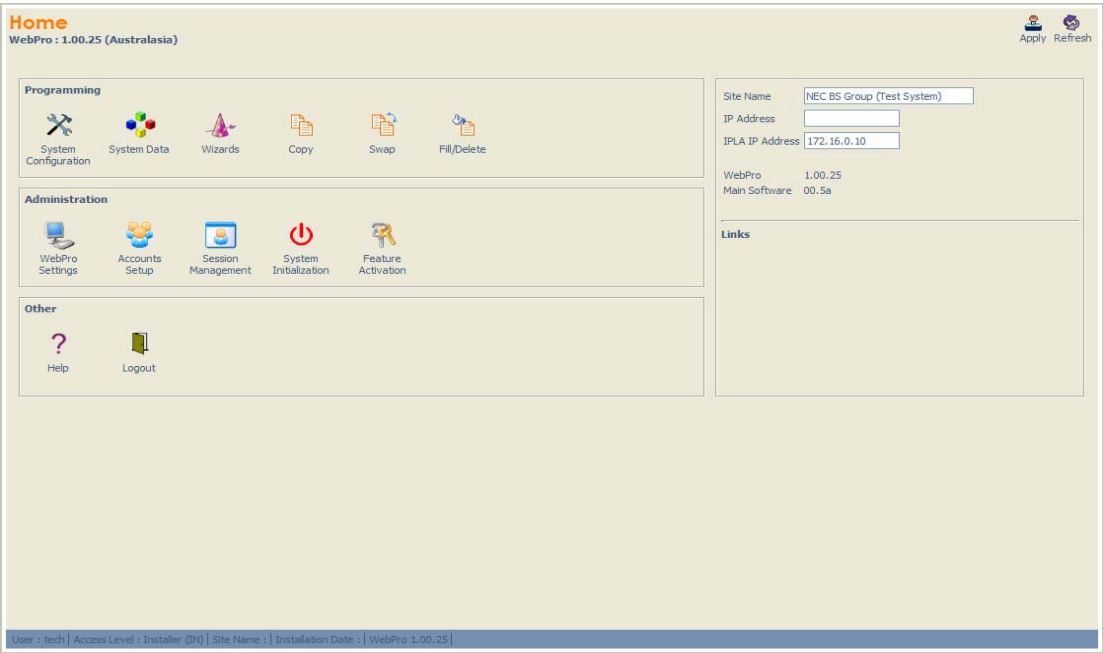
# NEC's UNIVERGE®360

UNIVERGE360 takes communicating beyond Unified Communications and provides true business benefit to our customers. It utilises NEC's wide range of solutions, services and abilities to tailor a communications offering that places the user back in control. It allows communications to be tailored to a customer's business process, not forcing customers to bend to inflexible technologies.

**Benefits of UNIVERGE360**

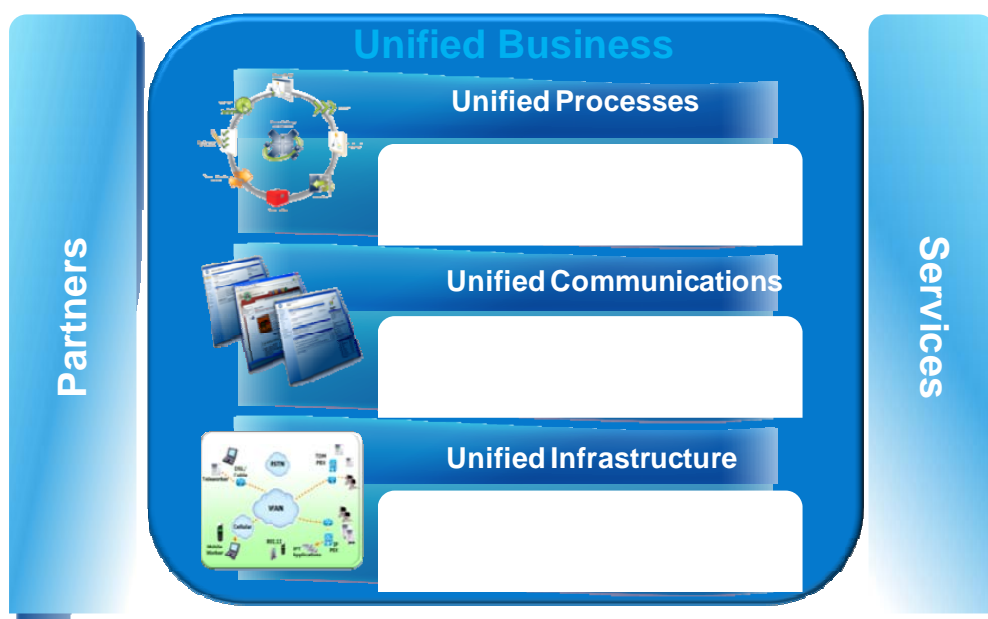Place people at the centre of communications
- Surround your teams with the means to communicate instantly whenever, wherever they need to be.
- Reduce costs, boost efficiency, shorten response times, and improve decision making.

Fully integrate communications
- Boost productivity through the convergence of communication channels and business processes.
- Break down communication silos with Unified Infrastructure solutions for your network, data center, desktop and devices.

Leverage open standards
- Integrate communication solutions quickly and easily into line of business and vertical applications.



UNIVERGE360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.